

2004 Data Report

A compilation of service and survey data as it relates to the Goals of Neighborhood Place



Neighborhood Place Partners

Jefferson County Public Schools



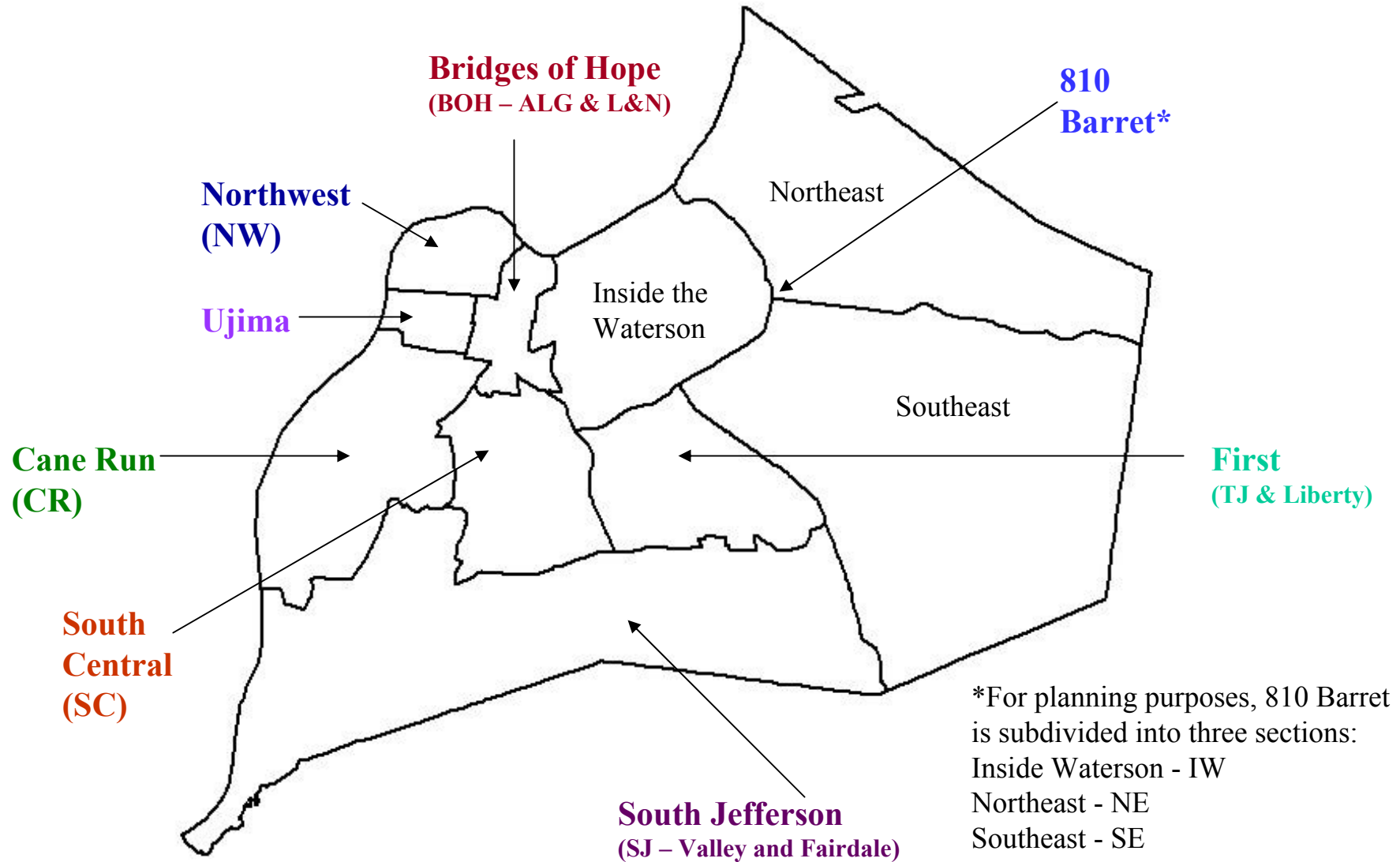
Louisville Metro Human Services
Louisville Metro Health Department

Kentucky Cabinet for Health and Family Services
Family Support
Permanency and Protection



Seven Counties Services, Inc.

Neighborhood Place Areas



Neighborhood Place Goals

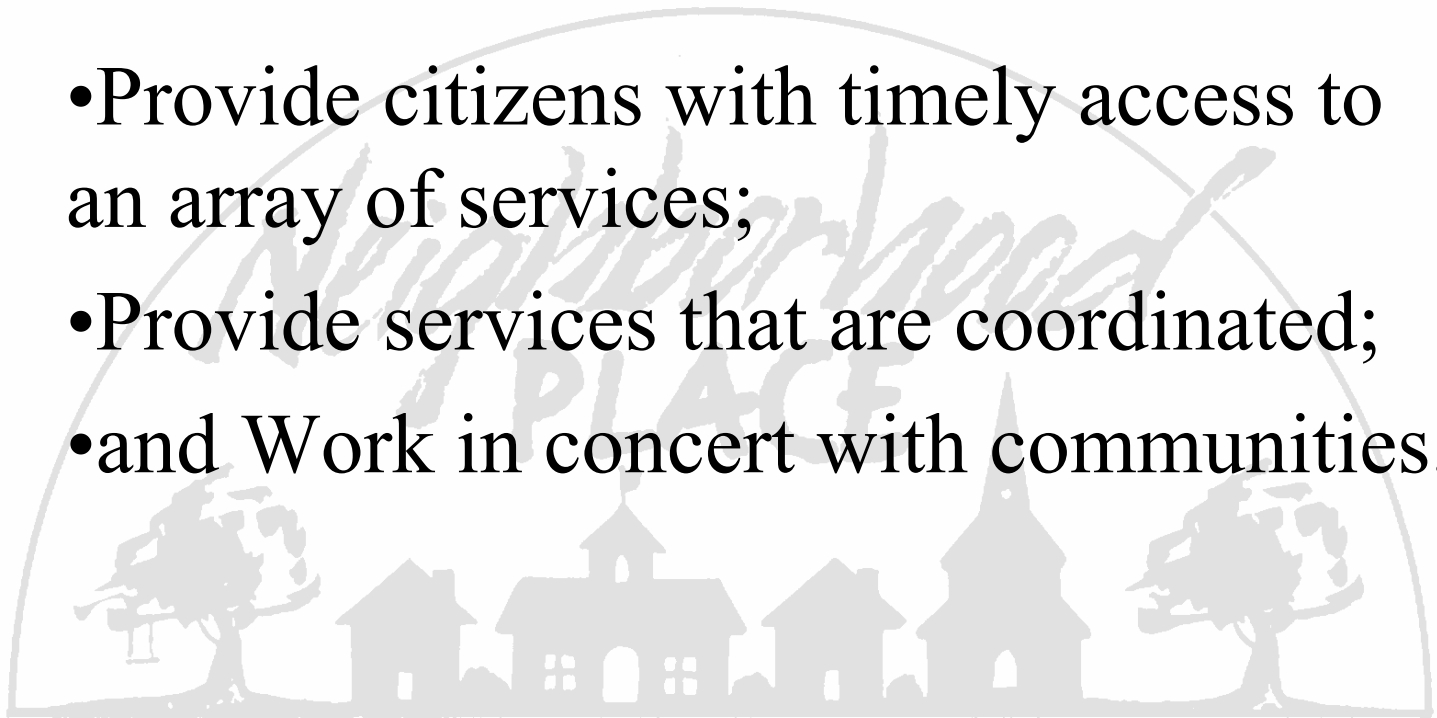
**For those who access our services,
Neighborhood Place strives to:**

- Improve economic self-sufficiency among families.
- Improve the health status of mothers and babies.
- Reduce violence within families.
- Improve the level of student success.

Neighborhood Place Goals

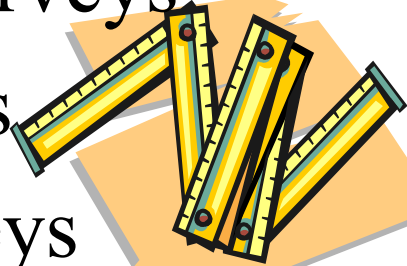
In addition, we work together to:

- Provide citizens with timely access to an array of services;
- Provide services that are coordinated;
- and Work in concert with communities.



Data Collection Tools

- Partner Agency Data
- Client Self-Assessment Surveys
- Client Satisfaction Surveys
- Community Council Surveys
- Staff Collaboration Surveys



Client Self-Assessment Forms

From June 2003 through June 2004

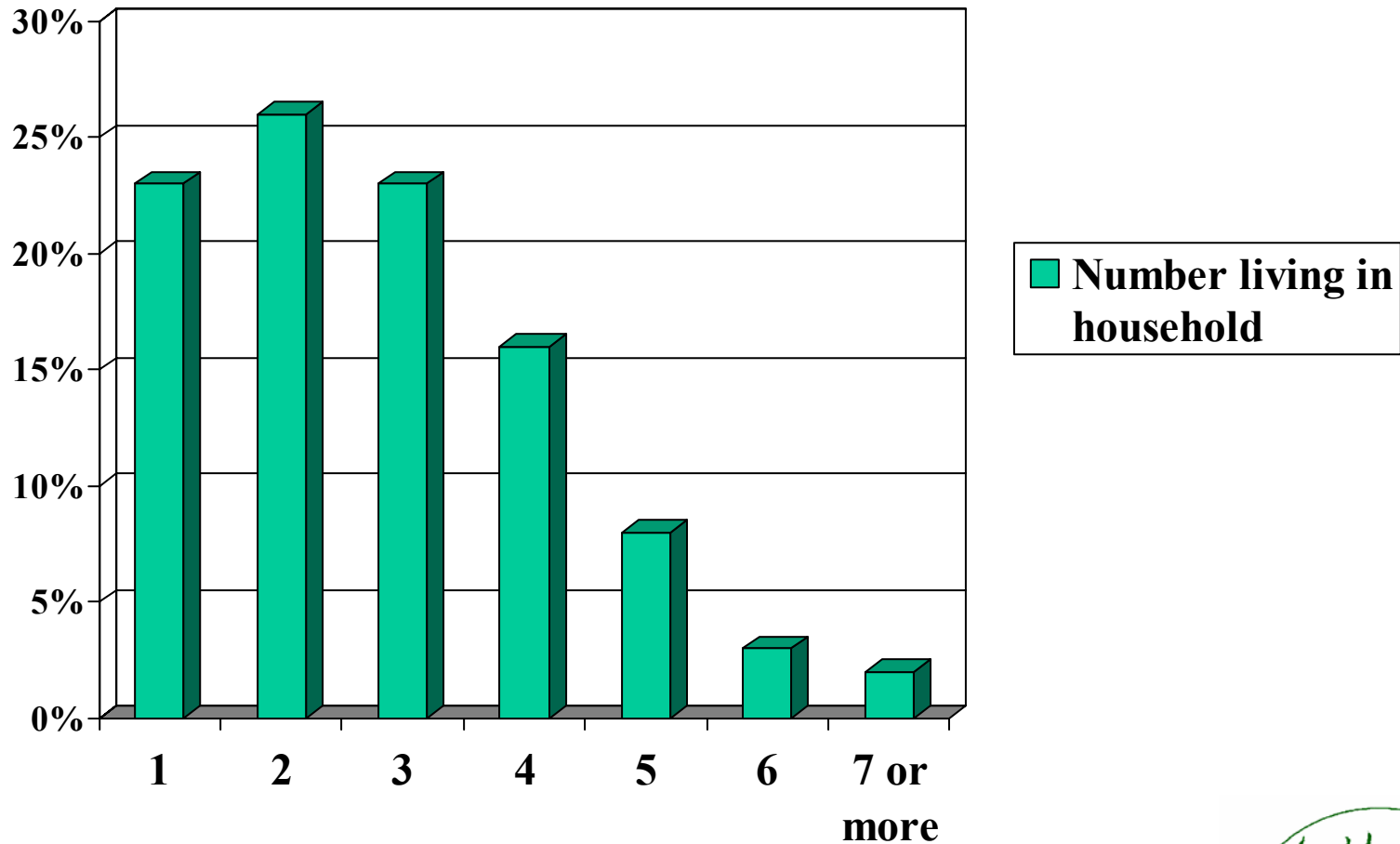
Clients completed

28,683

Self-assessment forms



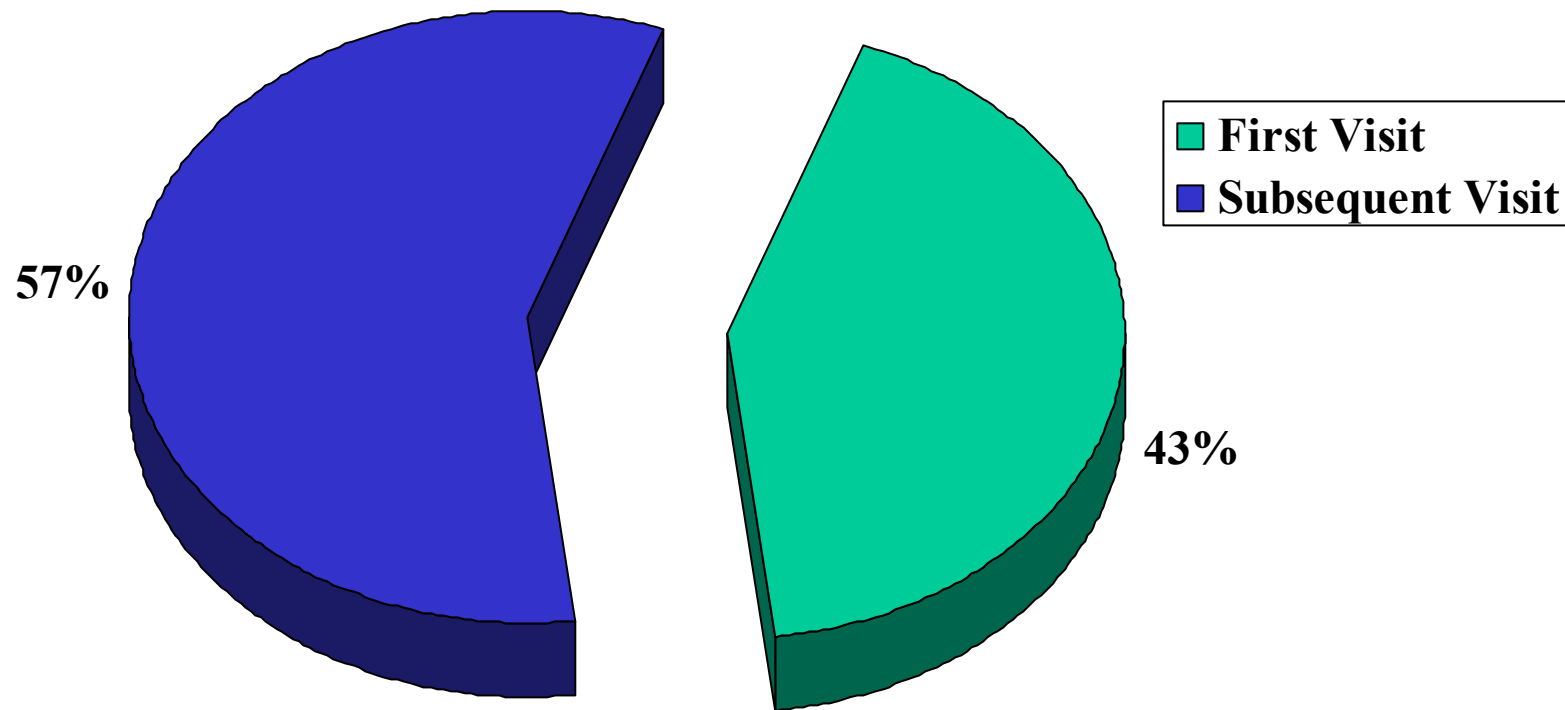
Client Self-Assessment Size of Household



Of the 93% who responded



Client Self-Assessment Visit Type



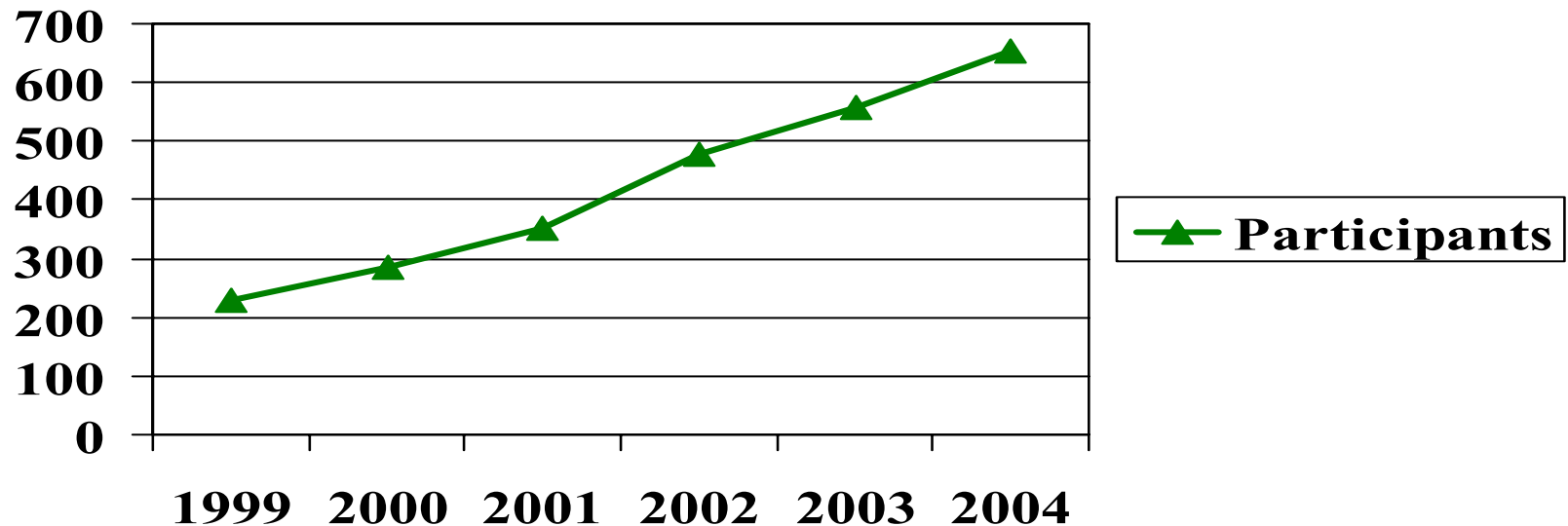
Of the 87% who responded



Client Satisfaction Surveys

Between 1999 and 2004

2,553 Clients have participated in the Annual Survey



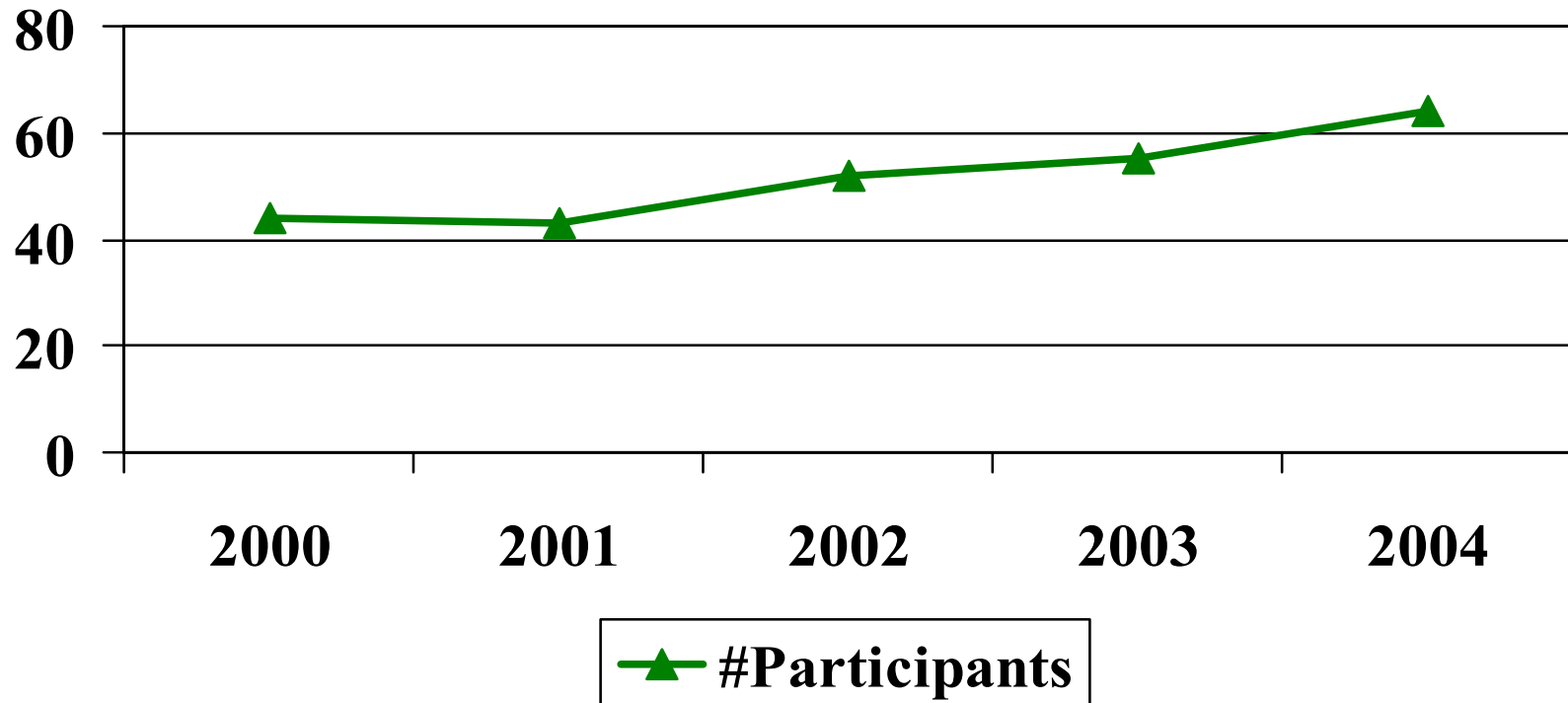
Client Satisfaction Snapshot

	1999	2000	2001	2002	2003	2004
Easy to get to NP	90%	93%	93%	94%	97%	97%
Hours convenient	93%	92%	94%	96%	98%	95%
Lobby comfortable	93%	92%	95%	98%	99%	96%
Services explained	89%	90%	91%	90%	96%	97%
Input in decision-making	86%	88%	80%	87%	91%	90%
Would recommend NP	92%	95%	90%	97%	97%	98%
Annual average rating	91%	92%	91%	94%	96%	96%

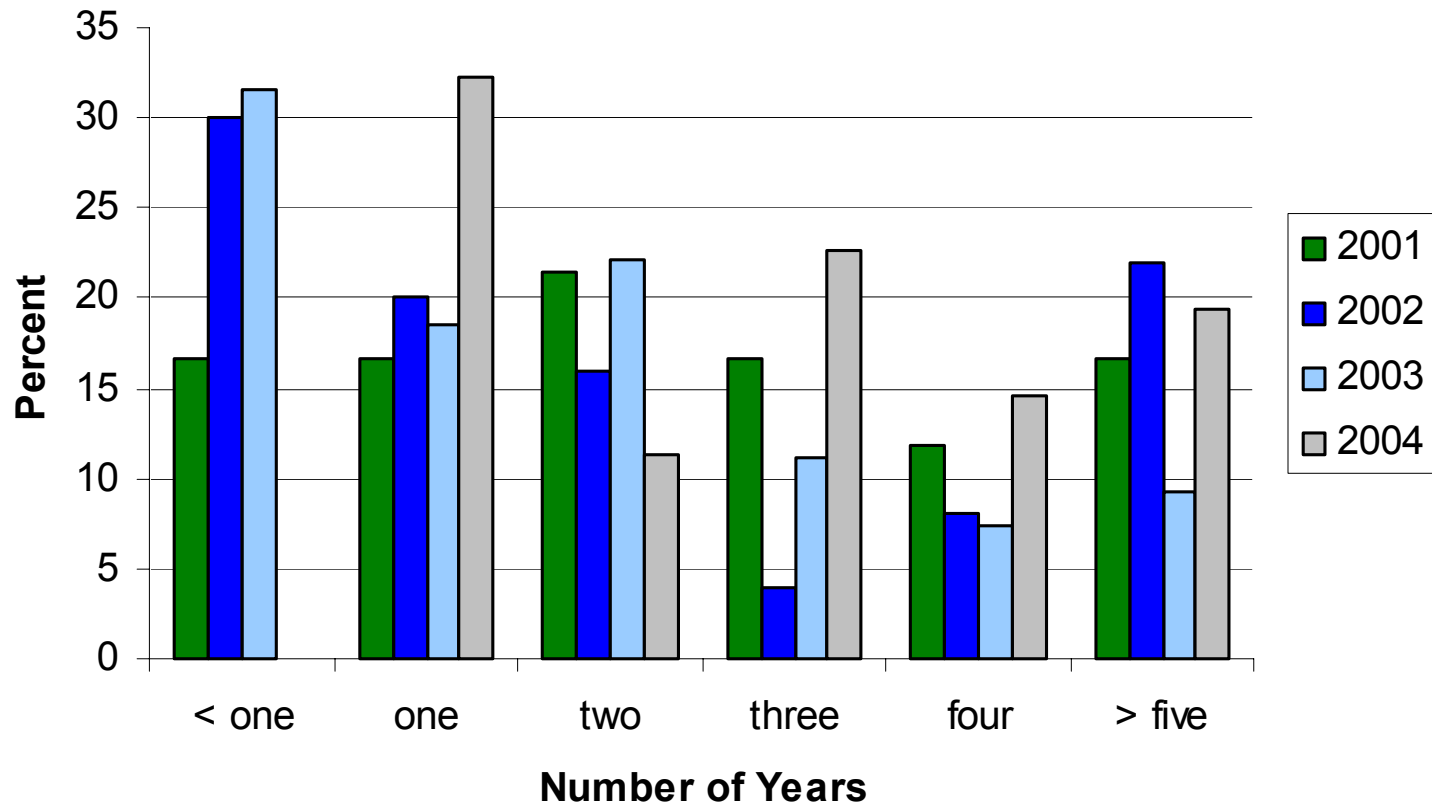
Overall Six-Year Average Client Satisfaction Rating = **93%**



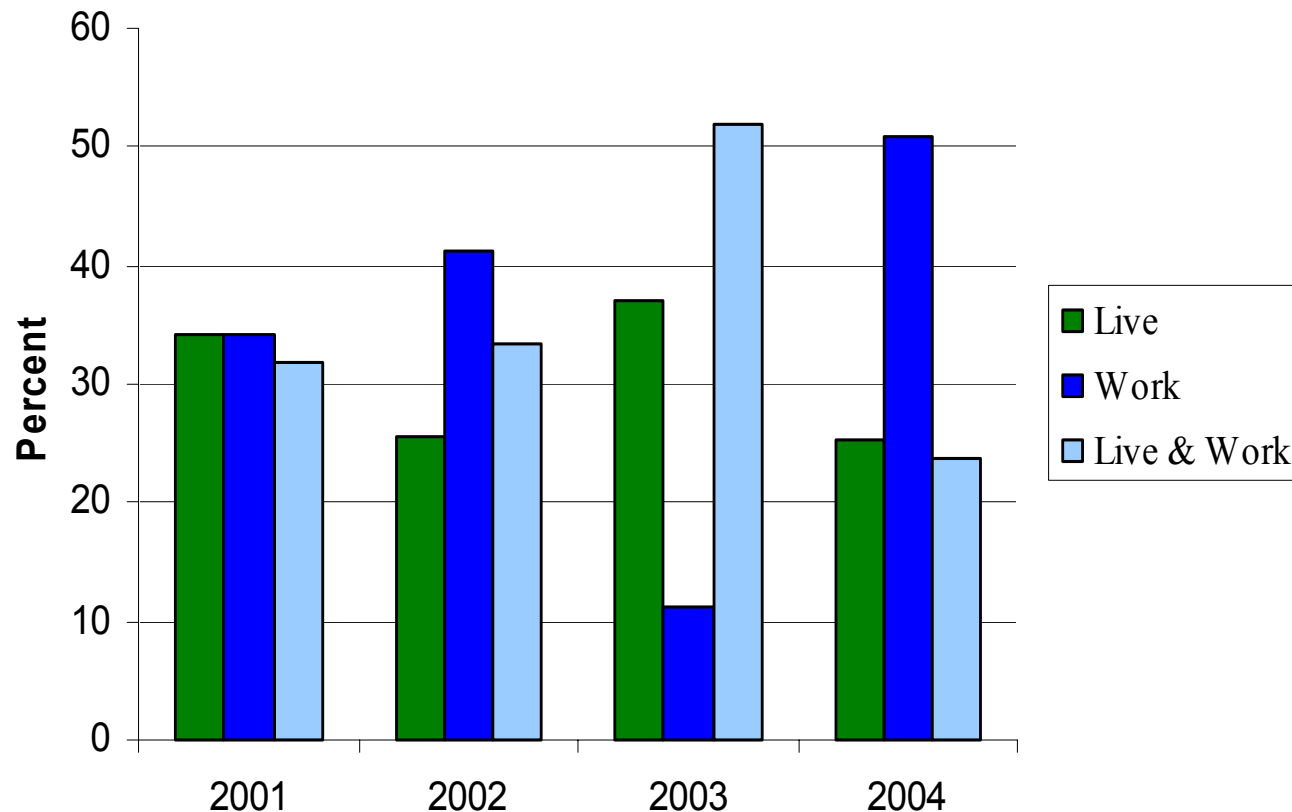
Community Council Surveys



Community Council Length of Involvement



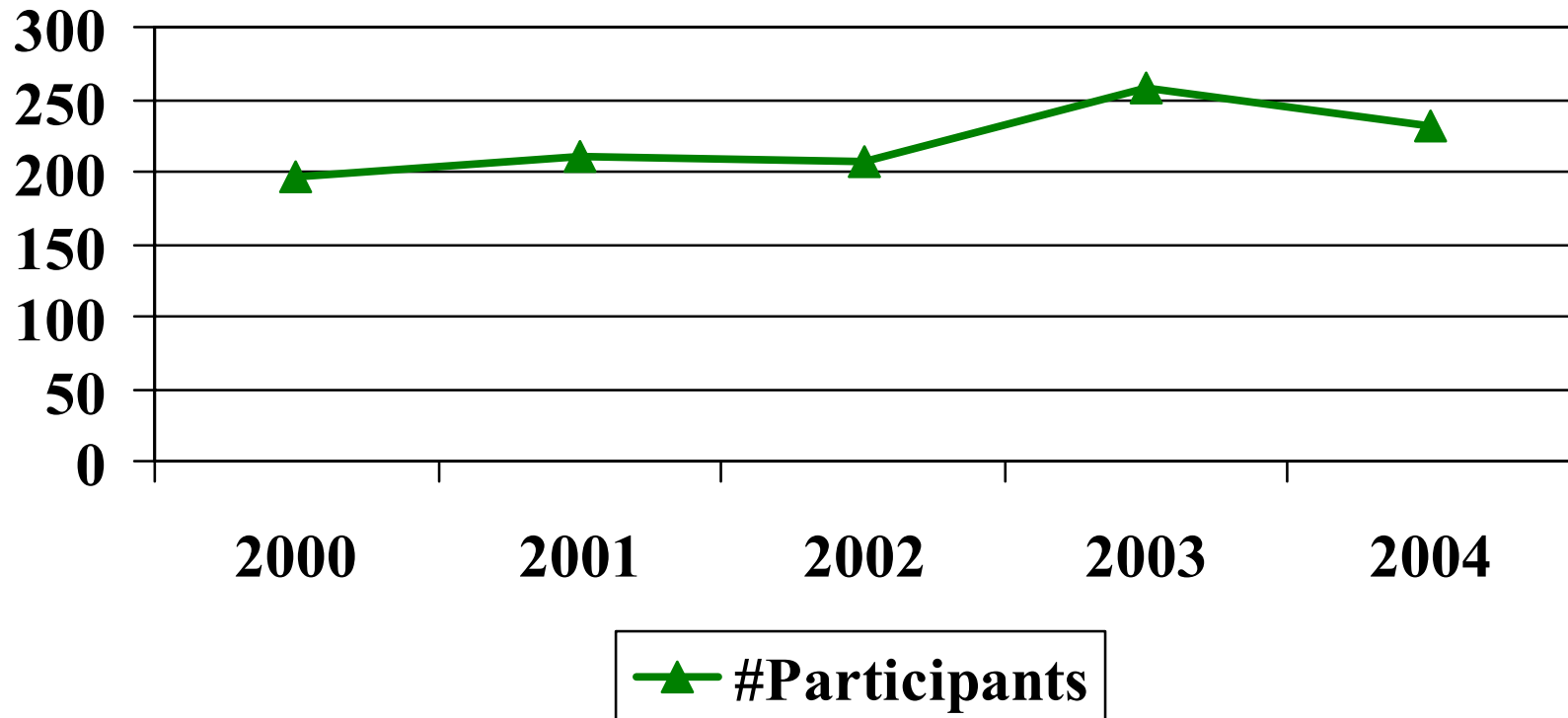
Community Council Basis of Involvement



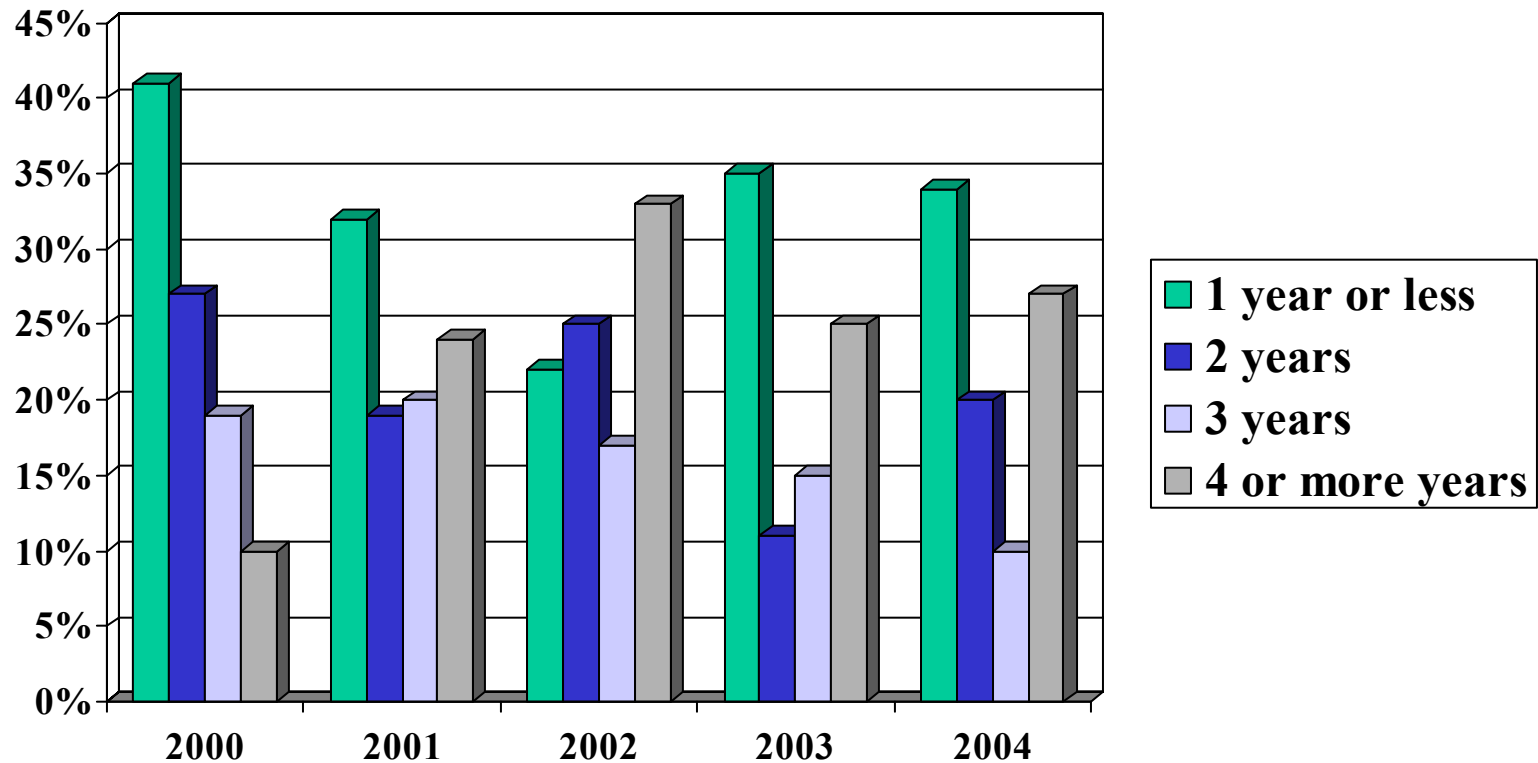
Council Members must either live and/or work within the community that they serve.



Staff Collaboration Surveys

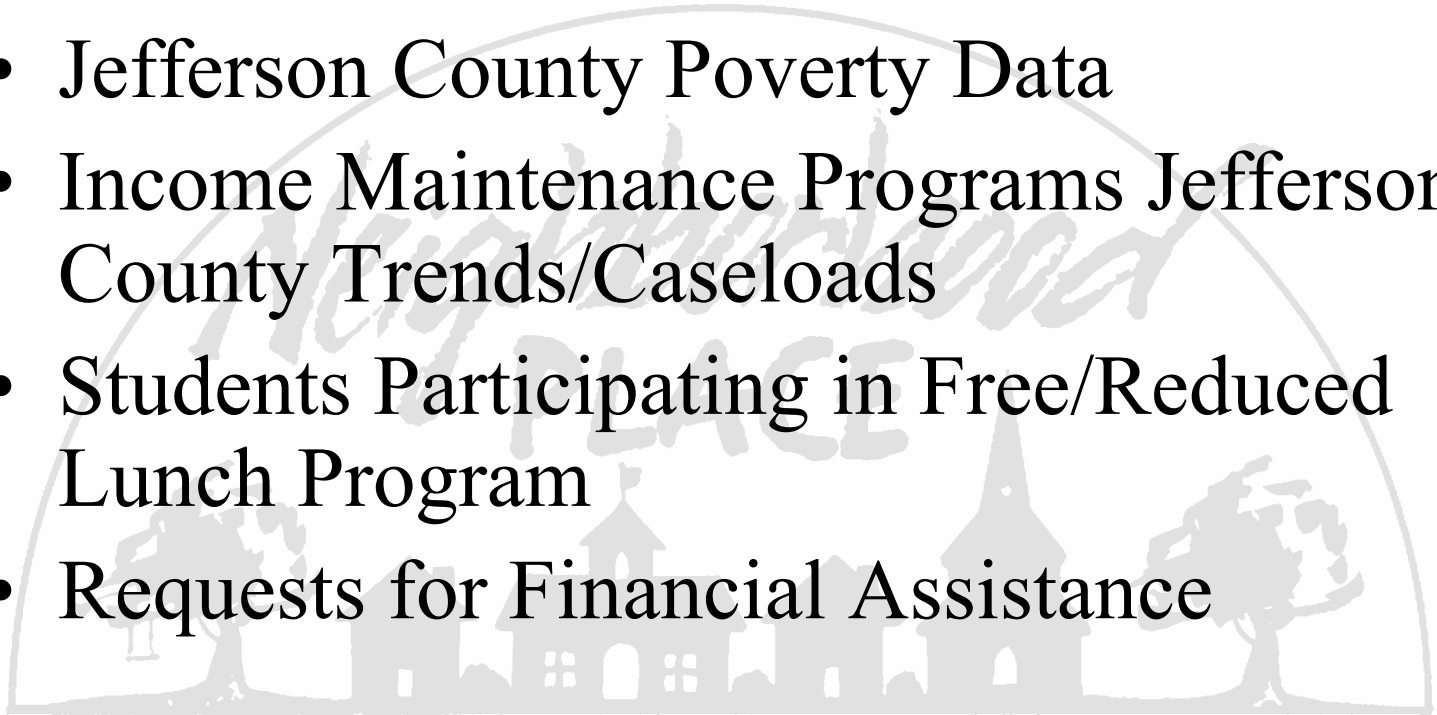


Staff Collaboration Length of Service



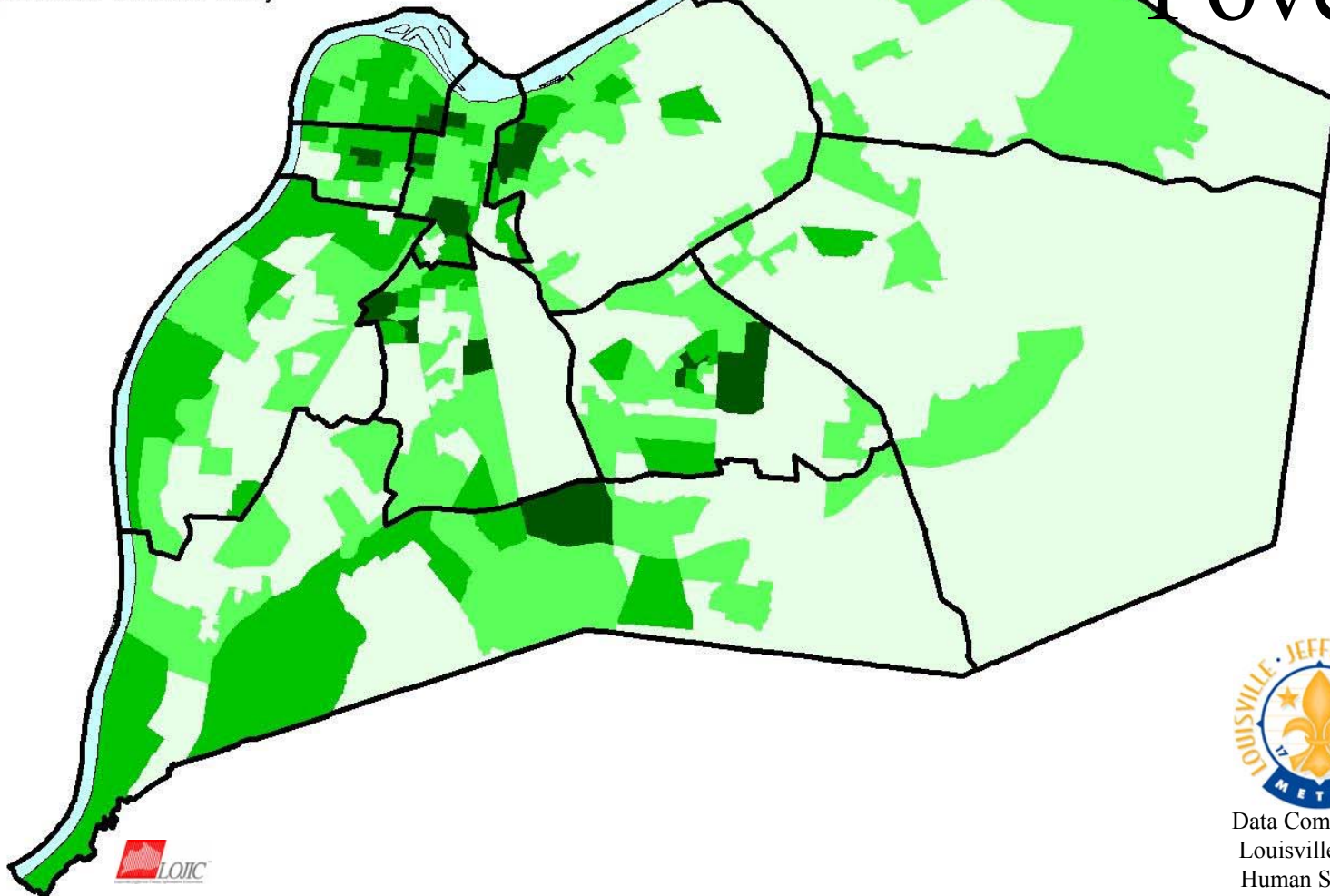
Goal #1: Improve Economic Self-sufficiency Among Families

- Jefferson County Poverty Data
- Income Maintenance Programs Jefferson County Trends/Caseloads
- Students Participating in Free/Reduced Lunch Program
- Requests for Financial Assistance



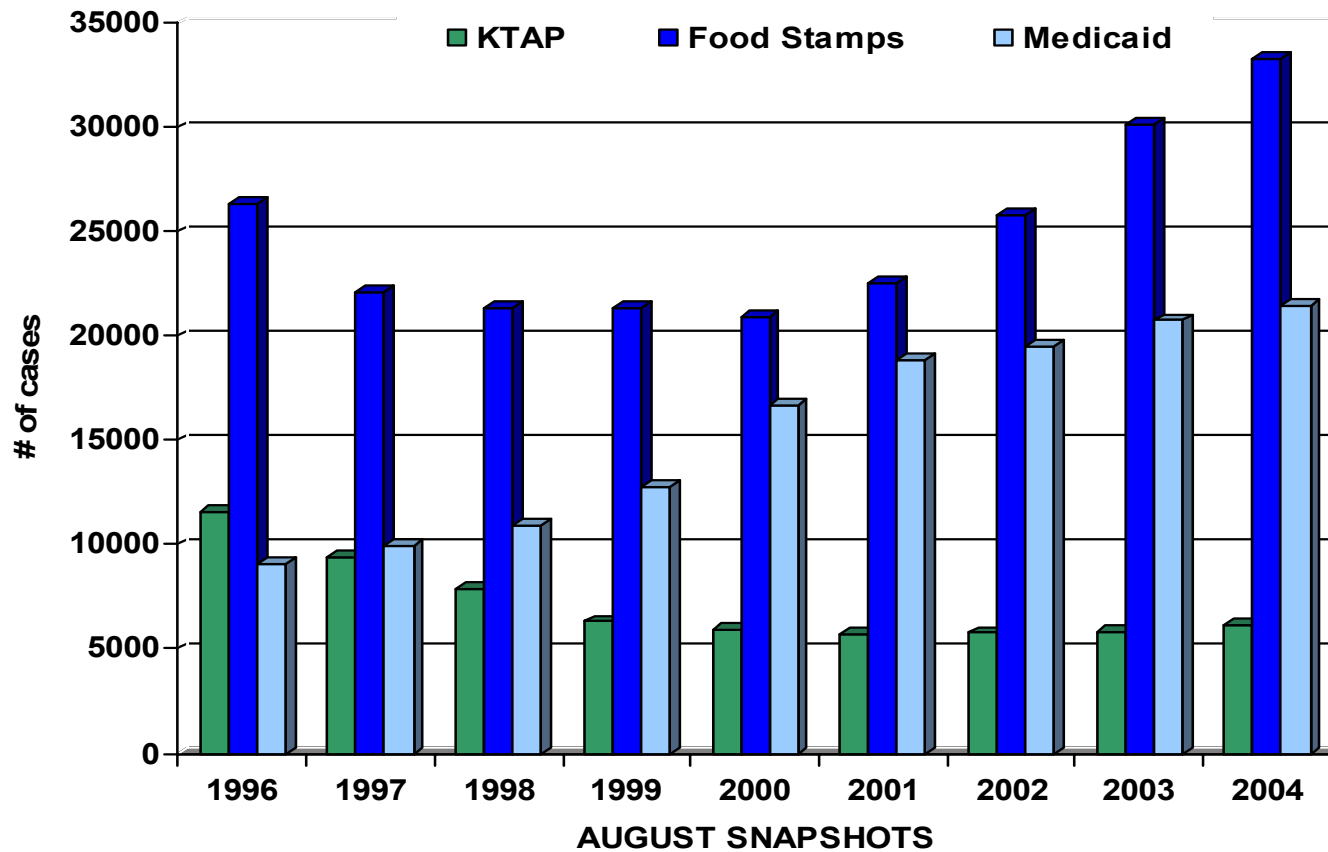
Jefferson County Poverty

- Neighborhood Place Service Area
- Ohio River
- US Census 2000 Block Groups - P87 Poverty All Ages
 - Less than 100 Persons in Poverty
 - 100-250 Persons in Poverty
 - 250-550 Persons in Poverty
 - 550-1300 Persons in Poverty



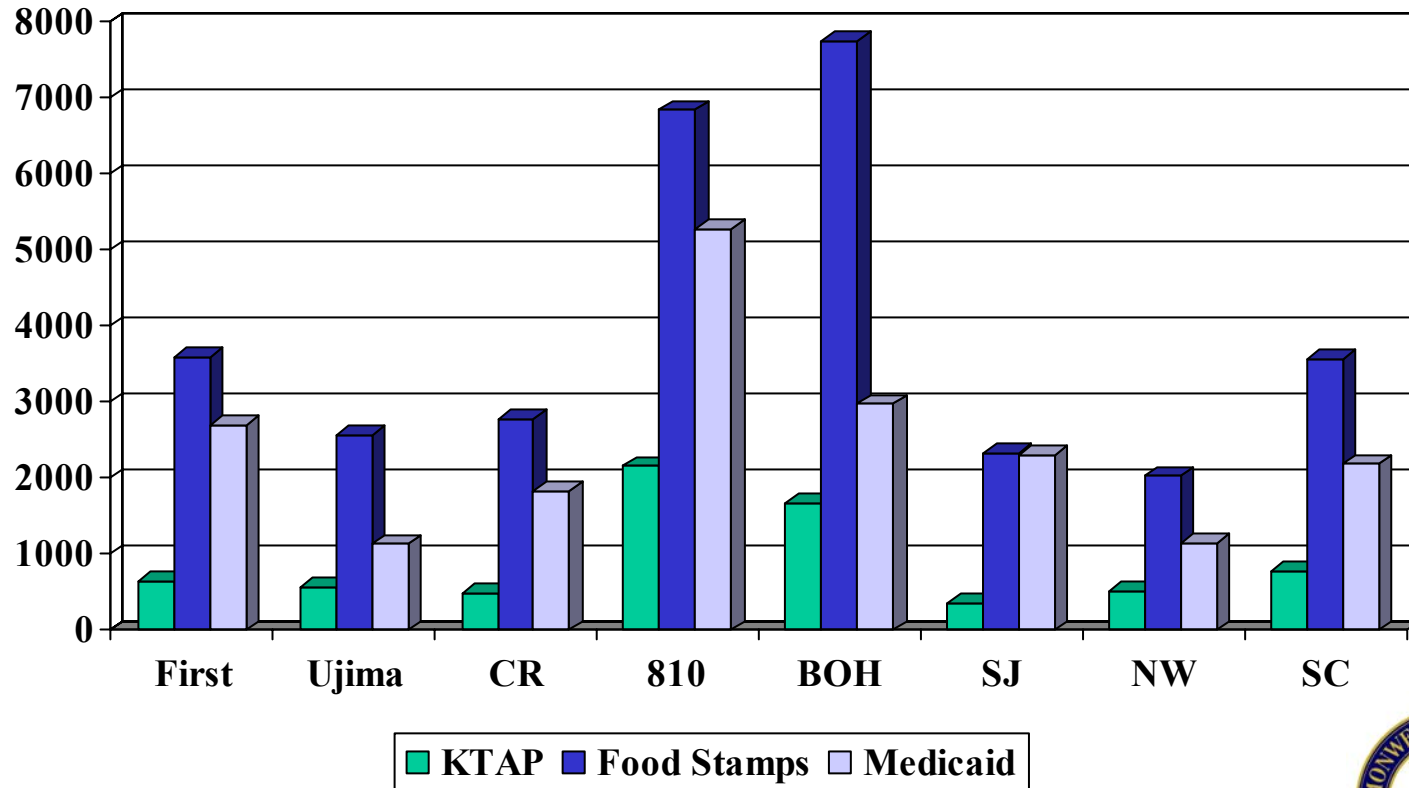
Data Compiled by
Louisville Metro
Human Services

Income Maintenance Programs Family Support Caseload Trends



Date Provided by Kentucky Cabinet for
Health and Family Services

Income Maintenance Programs Family Support Caseloads

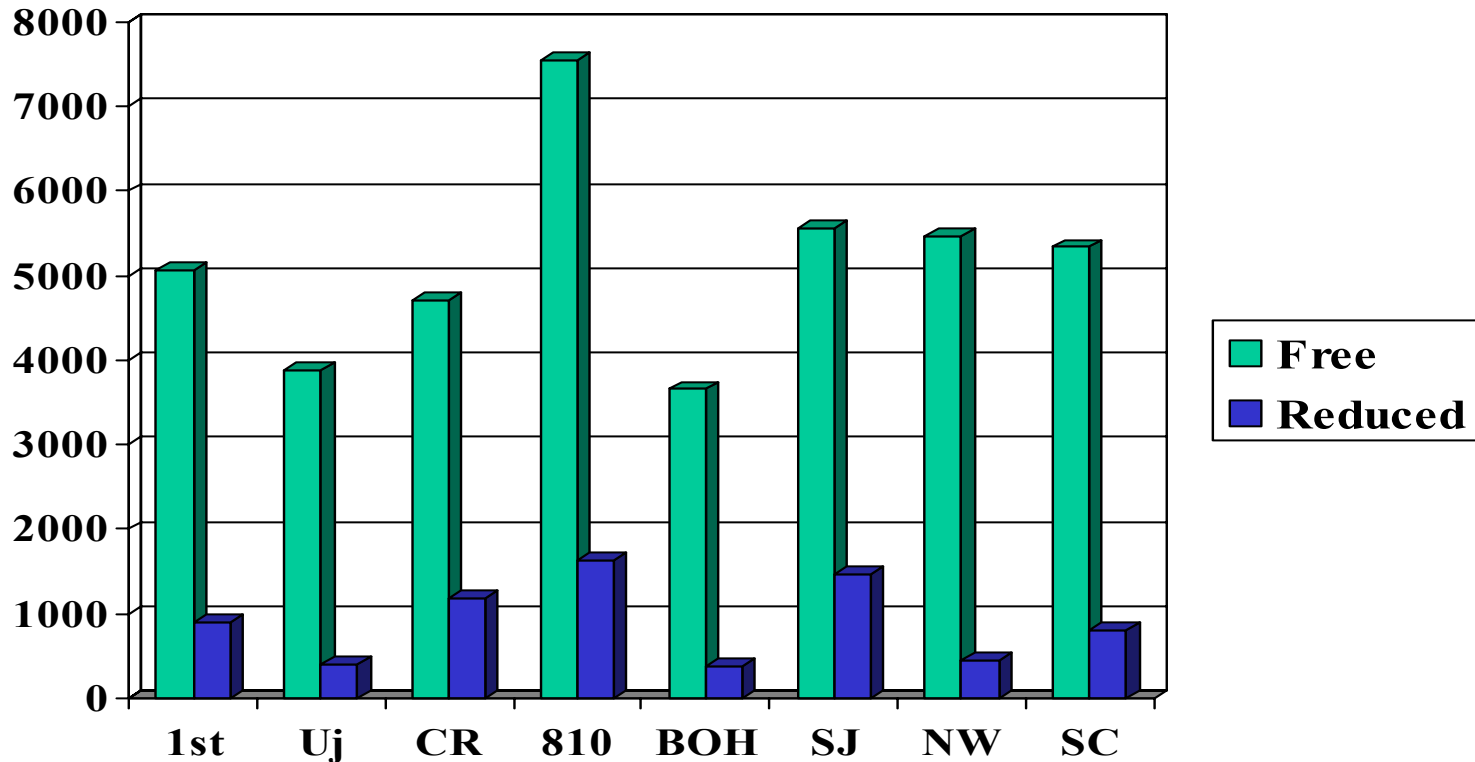


August 2004 Snapshot



Date Provided by Kentucky Cabinet for
Health and Family Services

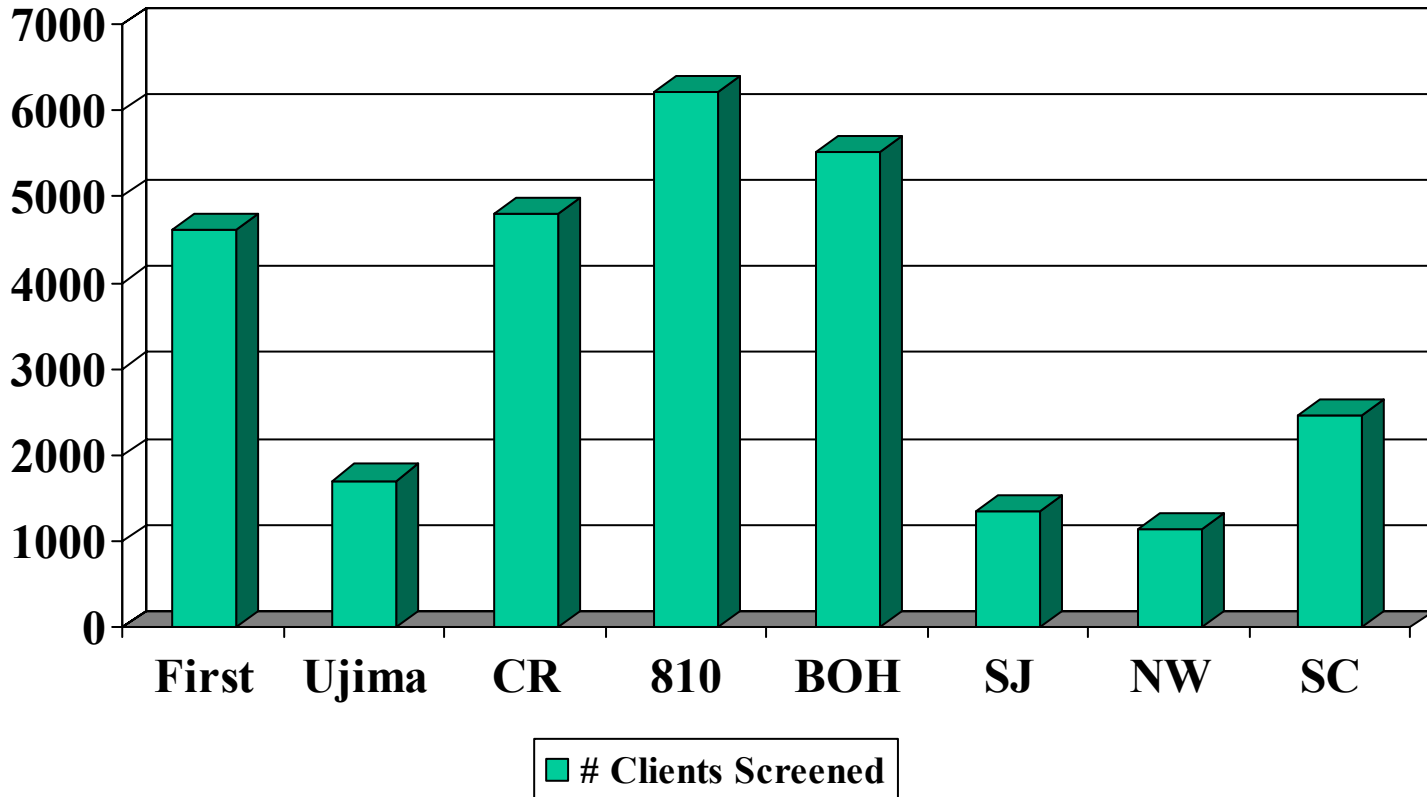
Students Participating in Free/Reduced Lunch Program



51.2% of Enrollment

School Year 03/04

Requests for Financial Assistance



N = 27,783 for FY 2003-2004

Data was derived from manual reports.

An additional 1350 requests were received through the central office, some of which were referred to NP – these are not included in the graph above.



Data Provided by
Louisville Metro
Human Services

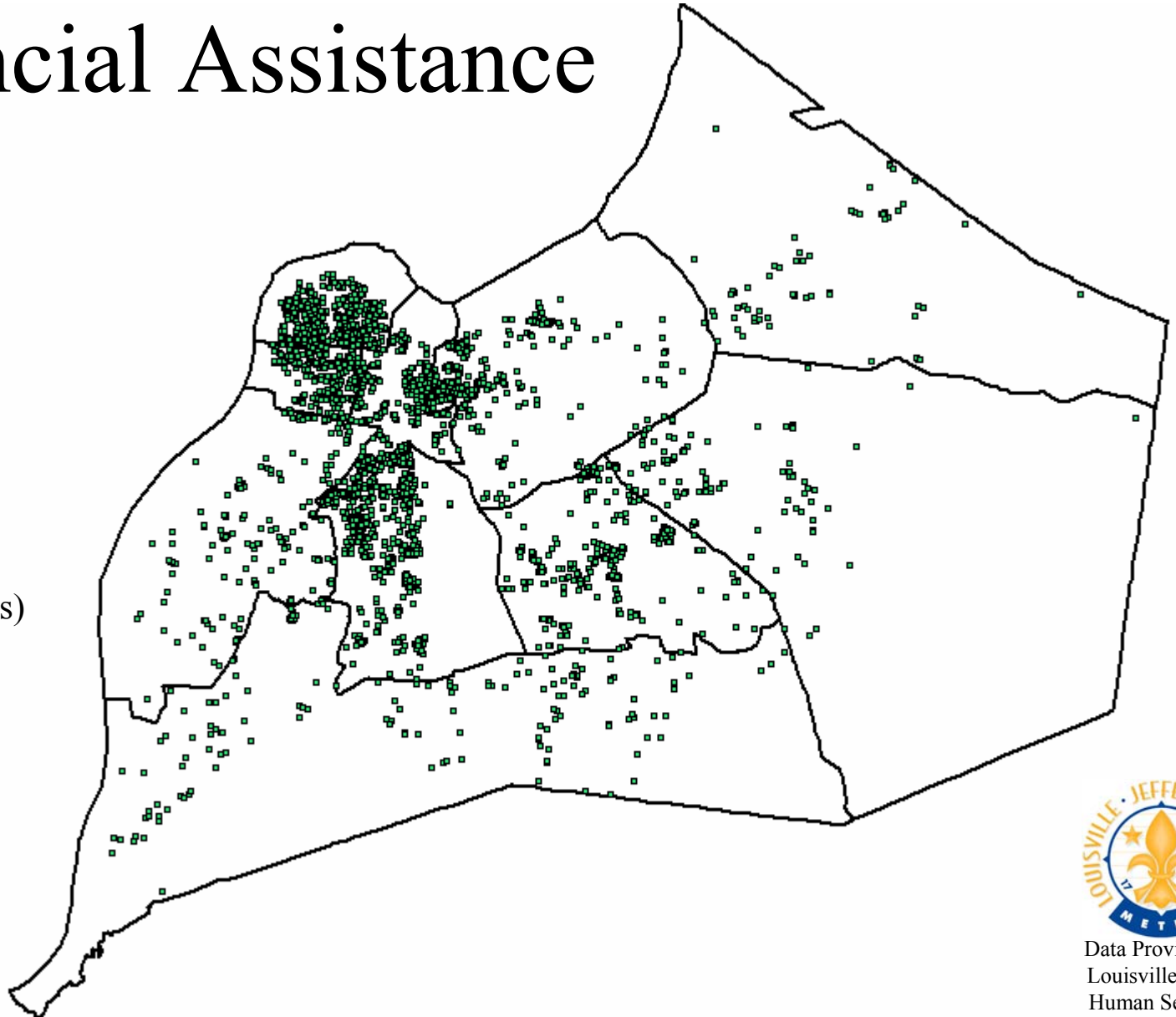
Goal #1: Improve Economic Self-sufficiency Among Families

- Families Receiving Emergency Financial Assistance/Trends
- Jefferson County Unemployment Data
- Employment-Related Crises
- Community Action Partnership -
Employment Services Referrals/
Employment Services Activity Snapshot
- Homeless Assessments

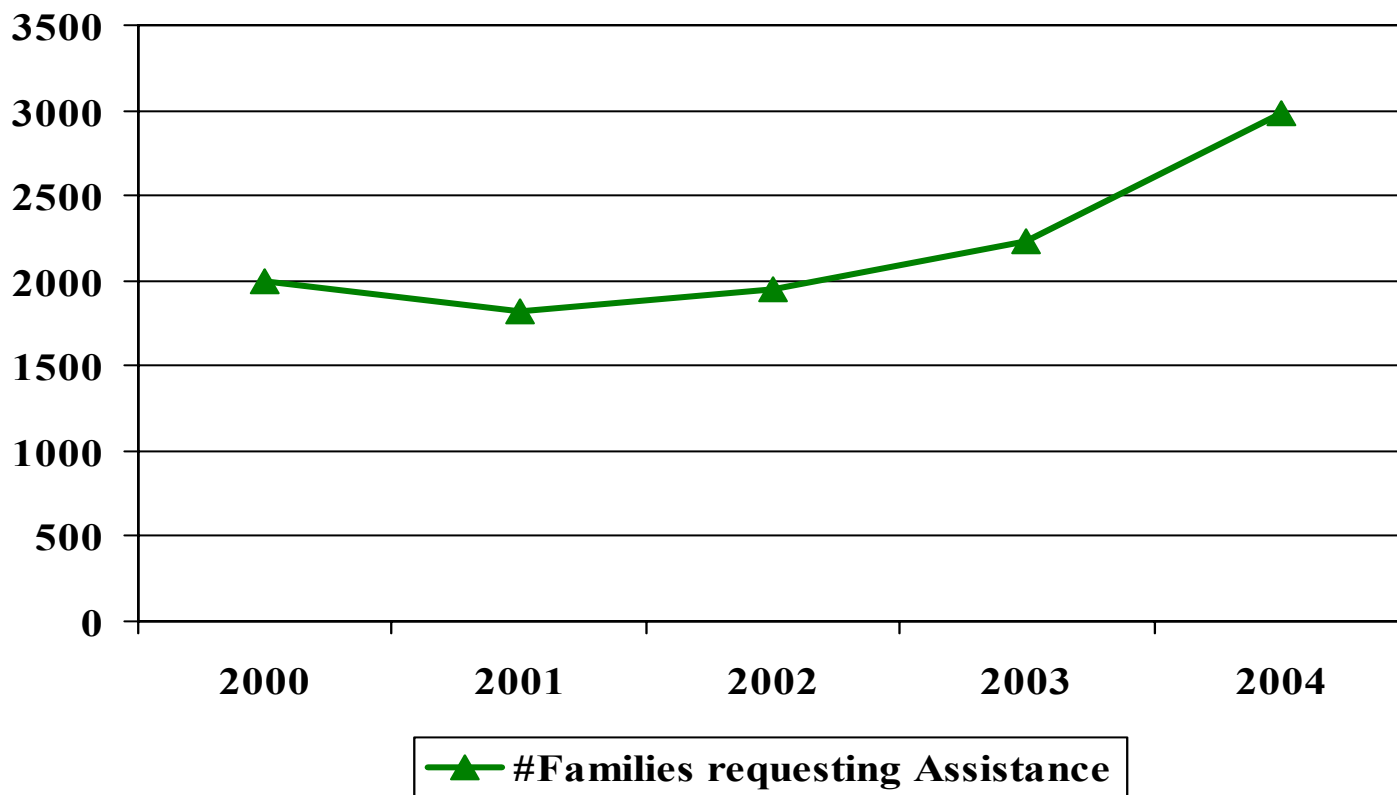
Families Receiving Emergency Financial Assistance

N = 2936
(matched addresses)

FY03/04



Emergency Financial Assistance Five Year Trend



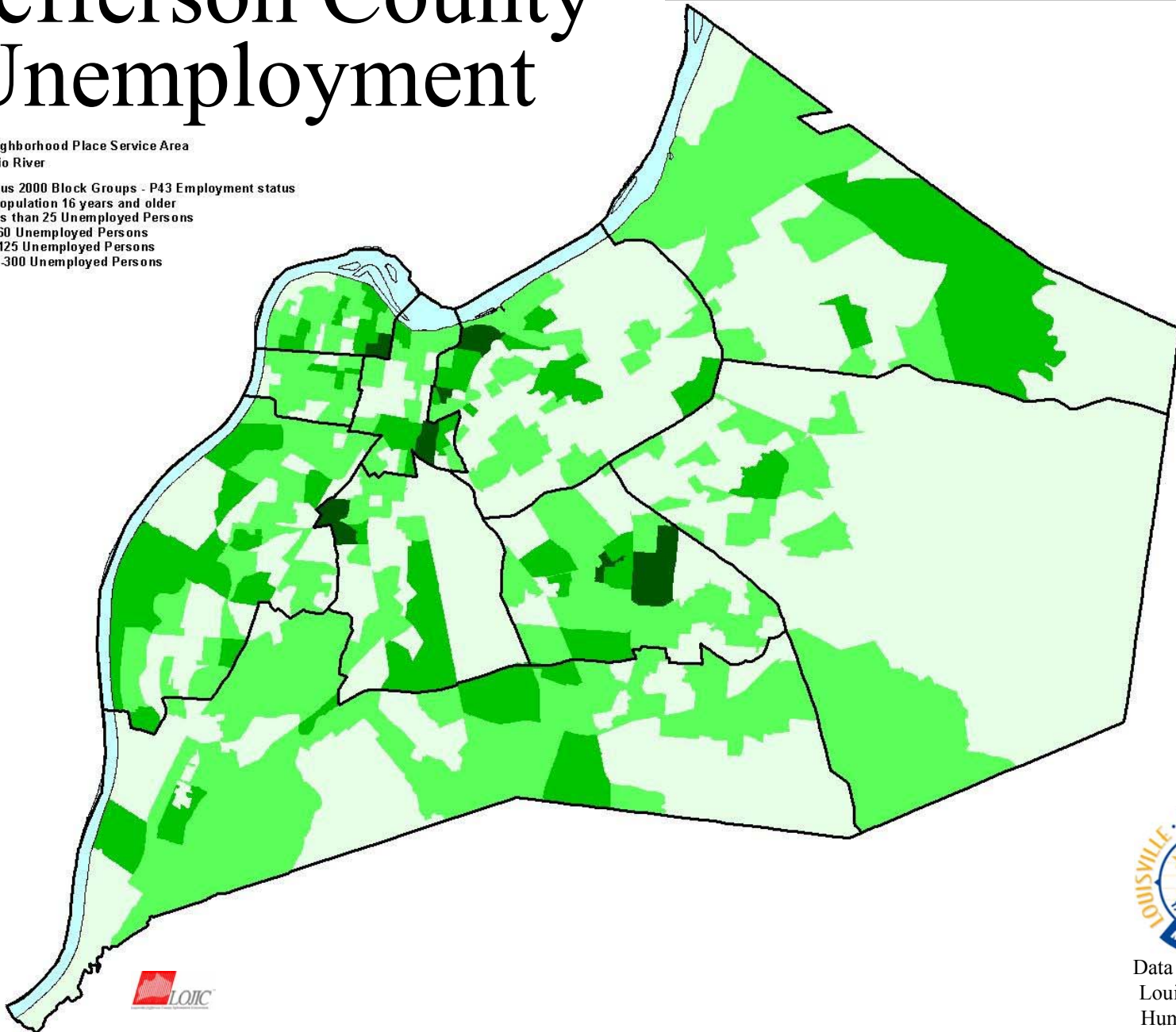
Data Provided by
Louisville Metro
Human Services

Jefferson County Unemployment

Neighborhood Place Service Area
Ohio River

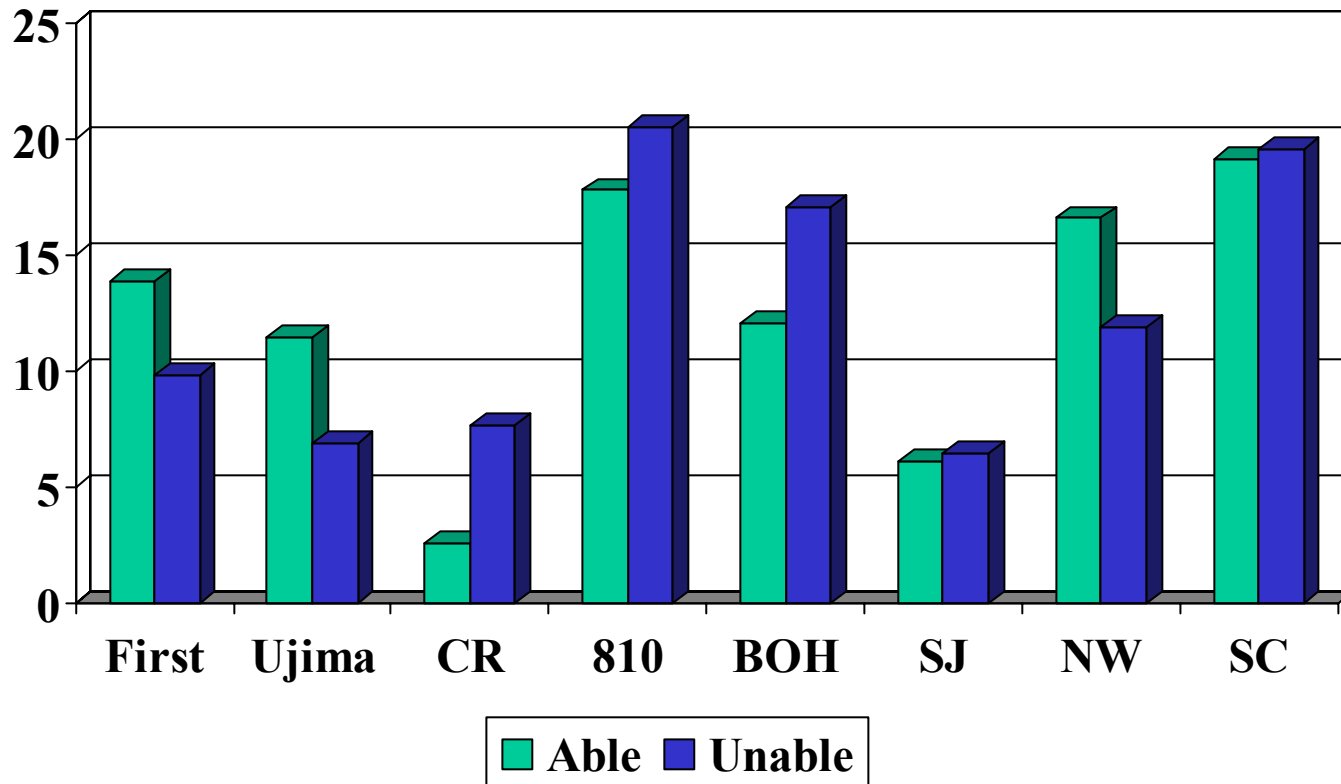
US Census 2000 Block Groups - P43 Employment status
for the Population 16 years and older

- Less than 25 Unemployed Persons
- 26-60 Unemployed Persons
- 60-125 Unemployed Persons
- 125-300 Unemployed Persons



Data Compiled by
Louisville Metro
Human Services

Employment-Related Crises



Requests for financial assistance are coded by crisis. This graph compares those related to employment.

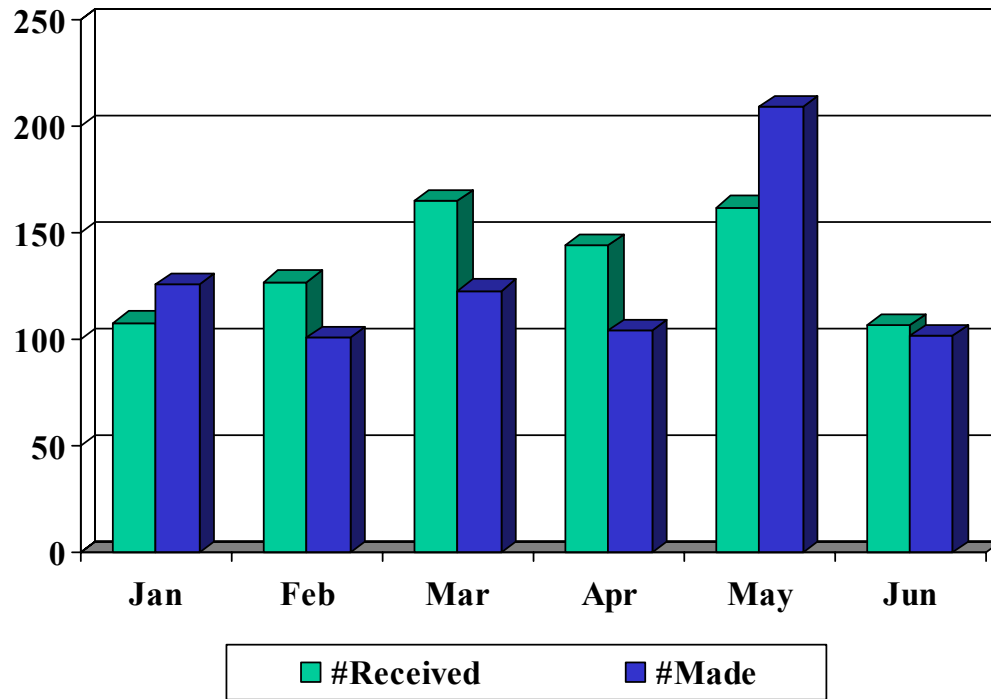
Able: Able to work but currently unemployed due to termination, layoff/ strike, quit or end of seasonal work.

Unable: Unable to work due to illness or injury (both temporary and permanent).



Data Provided by
Louisville Metro
Human Services

Community Action Partnership – Employment Services Referrals



Received = Volume of client flow

Made = Additional referrals made to other resources. A client may receive more than one referral.

In order to address a need, CAP Employment Services became part of the array of services offered at Neighborhood Place beginning in January 2004 and are currently provided at: South Jefferson – Fairdale; Bridges of Hope – L&N; and South Central.

Community Action Partnership – Employment Services Activity Snapshot

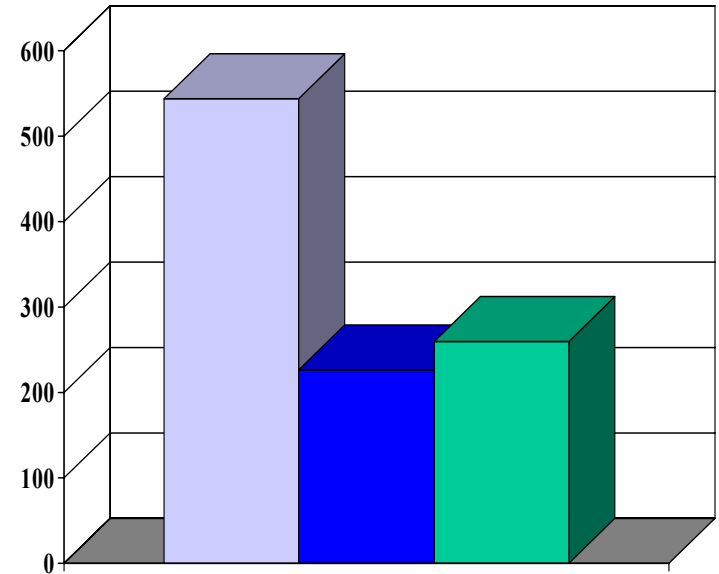
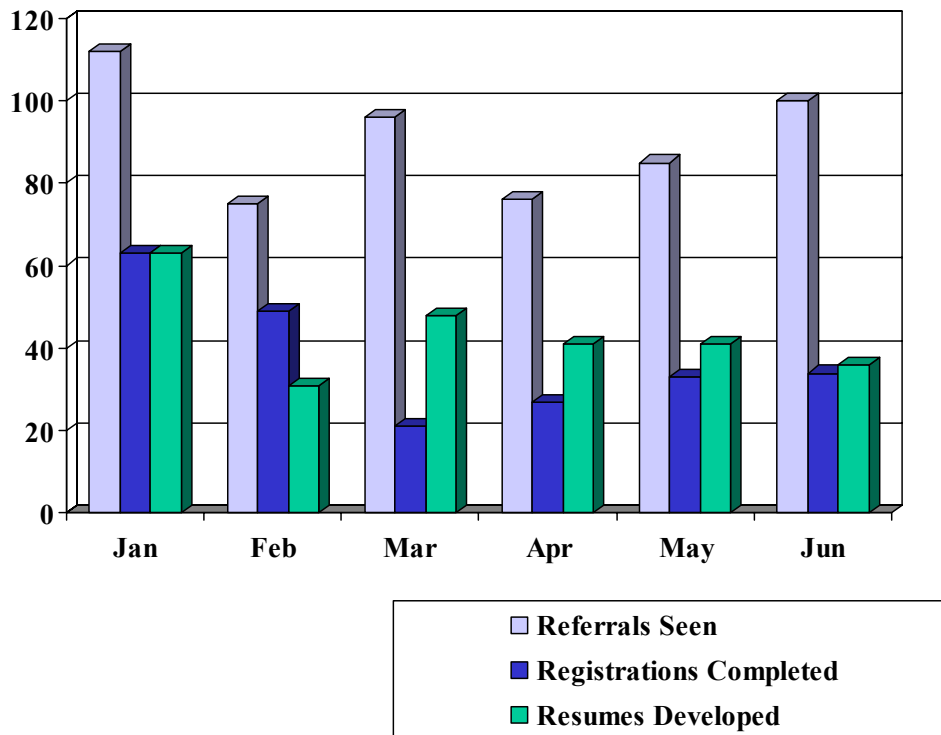
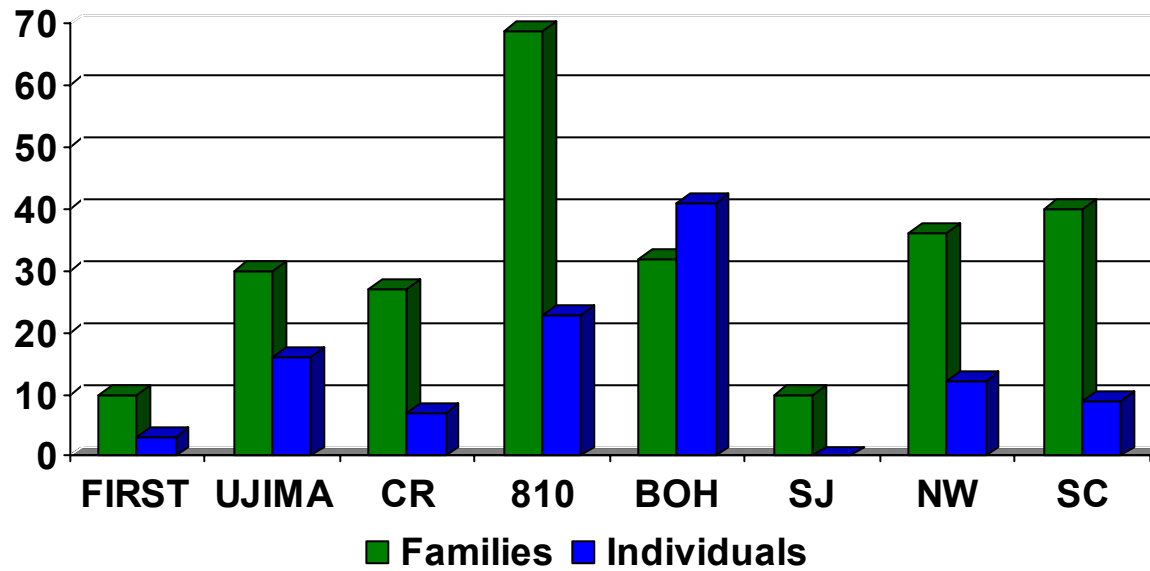


Chart on the left depicts the activity by month

Chart on the right depicts the activity for the entire six month period.

Homeless Assessments



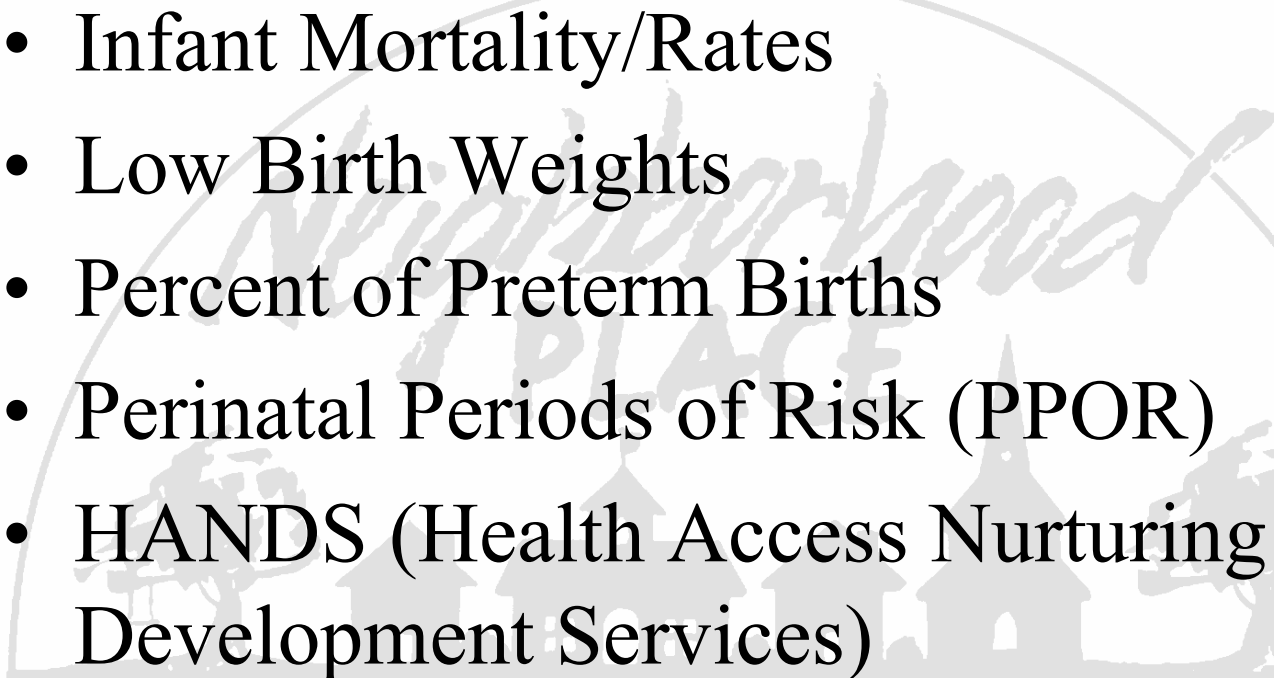
Families who present themselves as homeless are linked with Homeless Families Response Team case managers. They are then assisted in finding the appropriate housing option.

N = 366



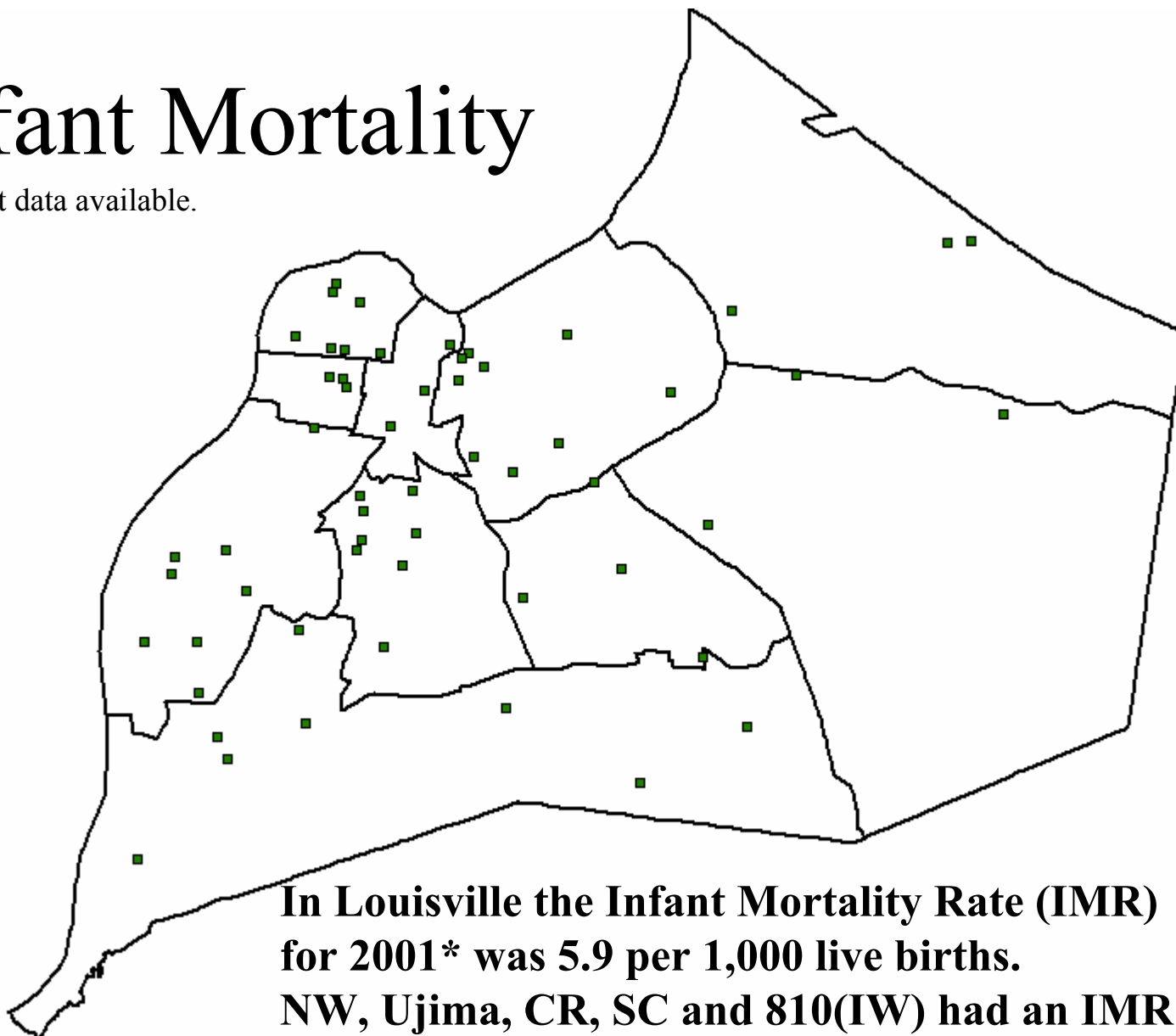
Data Provided by
Louisville Metro
Human Services

Goal #2: Improve the Health Status of Mothers and Babies

- Infant Mortality/Rates
 - Low Birth Weights
 - Percent of Preterm Births
 - Perinatal Periods of Risk (PPOR)
 - HANDS (Health Access Nurturing Development Services)
- 

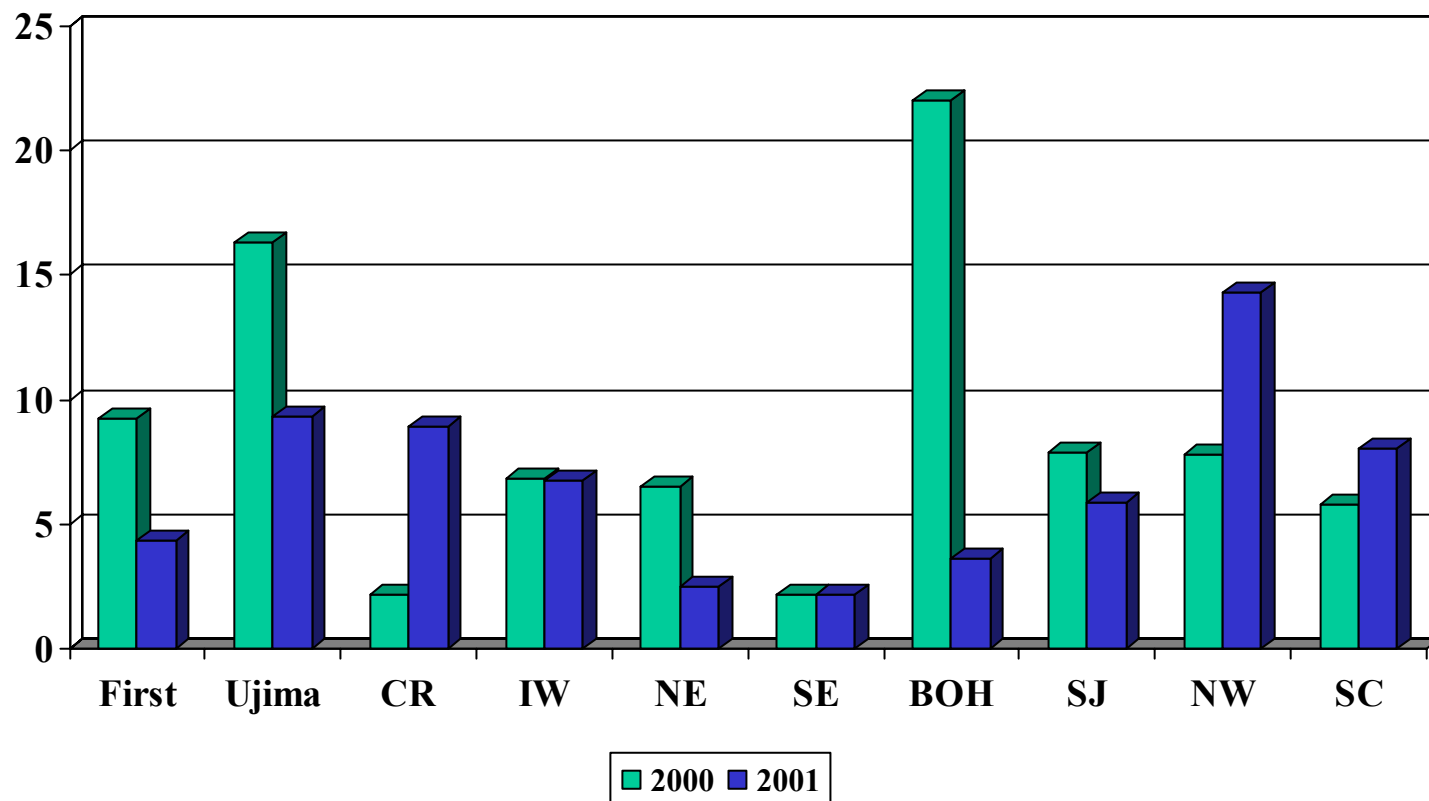
Infant Mortality

*Latest data available.



In Louisville the Infant Mortality Rate (IMR) for 2001* was 5.9 per 1,000 live births. NW, Ujima, CR, SC and 810(IW) had an IMR higher than 5.9, SJ = 5.9 and First, BOH, 810(NE) and 810(SE) were less than 5.9.

Infant Mortality Rates by Neighborhood Place



IW, NE and SE are planning divisions within 810 Barret Neighborhood Place



Data Provided by
Louisville Metro
Health Department

Low Birth Weights

Low Birth Weight is defined as weighing less than 5.5 pounds.

The percent for Louisville Metro (LM) overall was 8.8% in 2001*.

The following areas were above that average:

NW – 15%

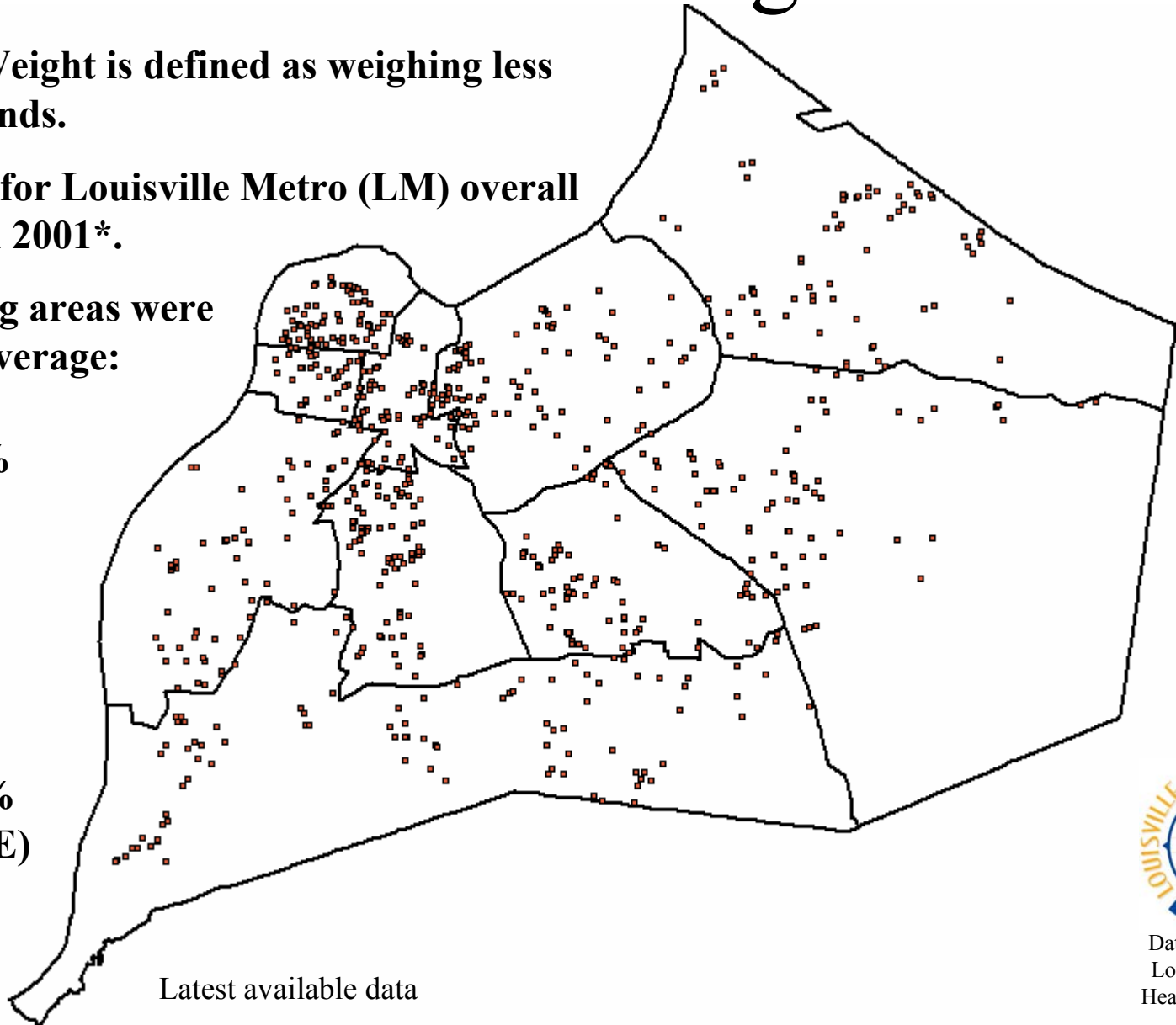
Ujima – 13%

BOH – 13%

SC – 10%

First – 10%

**CR, SJ, and
810 (IW and
NE) were 8%
while 810 (SE)
was 6%**

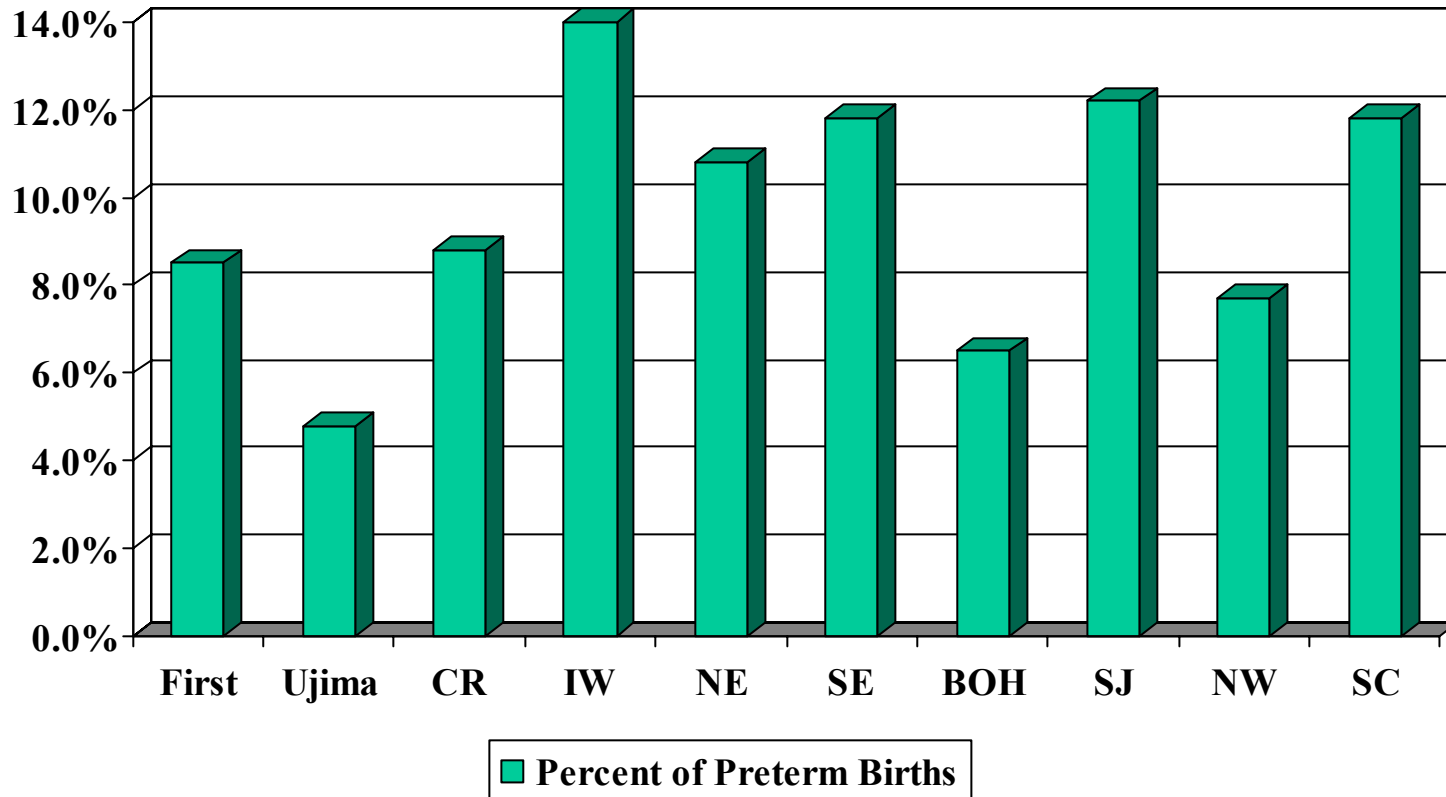


Latest available data



Data Provided by
Louisville Metro
Health Department

Percent of Preterm Births



2001

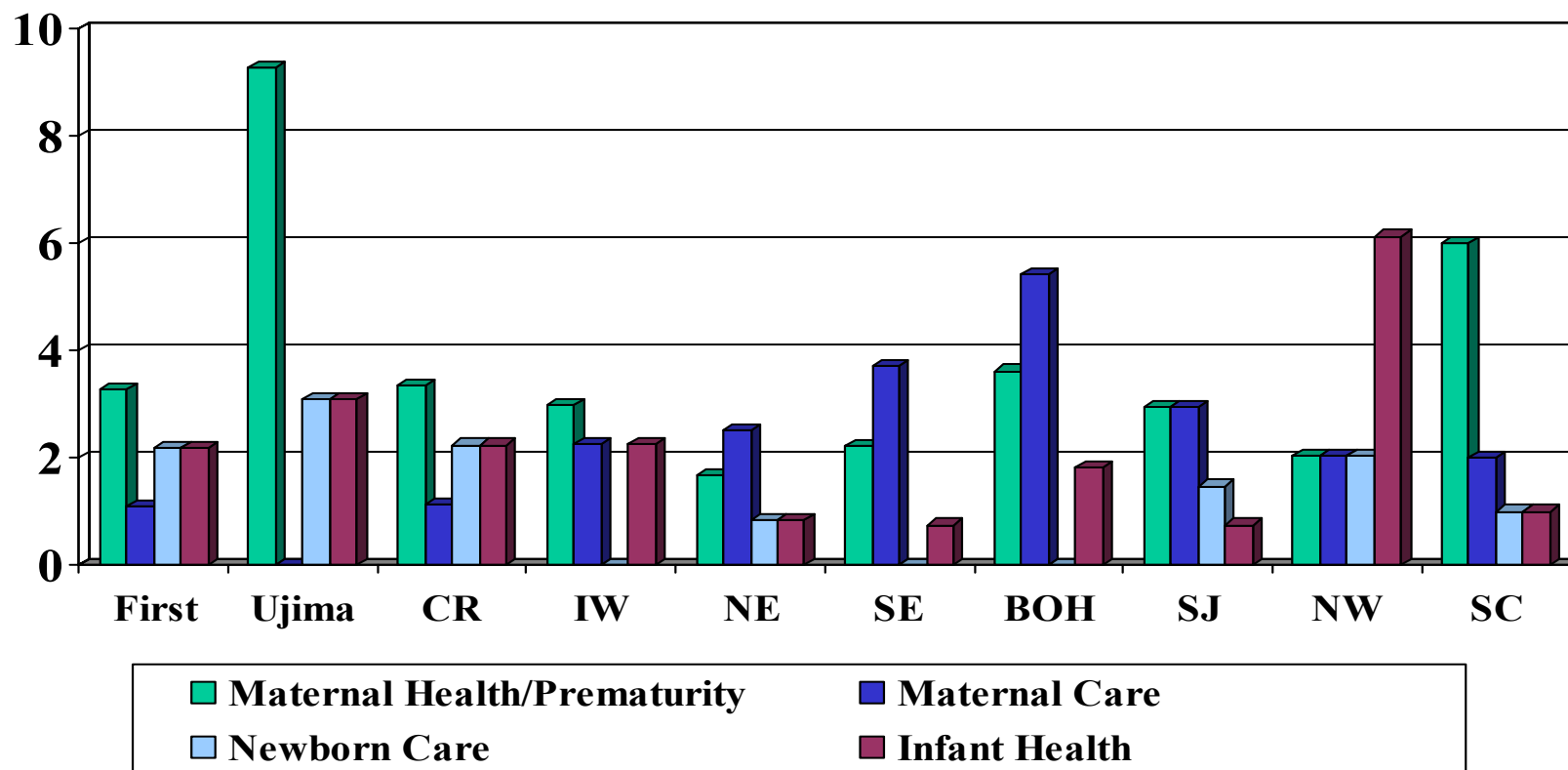
Infants born before 37 weeks of gestation

IW, NE and SE are planning divisions within 810 Barret Neighborhood Place



Data Provided by
Louisville Metro
Health Department

Perinatal Periods of Risk



2001

PPOR includes fetal deaths with infant deaths in a single combined outcomes measure, taking into account both time of death and weight at delivery.

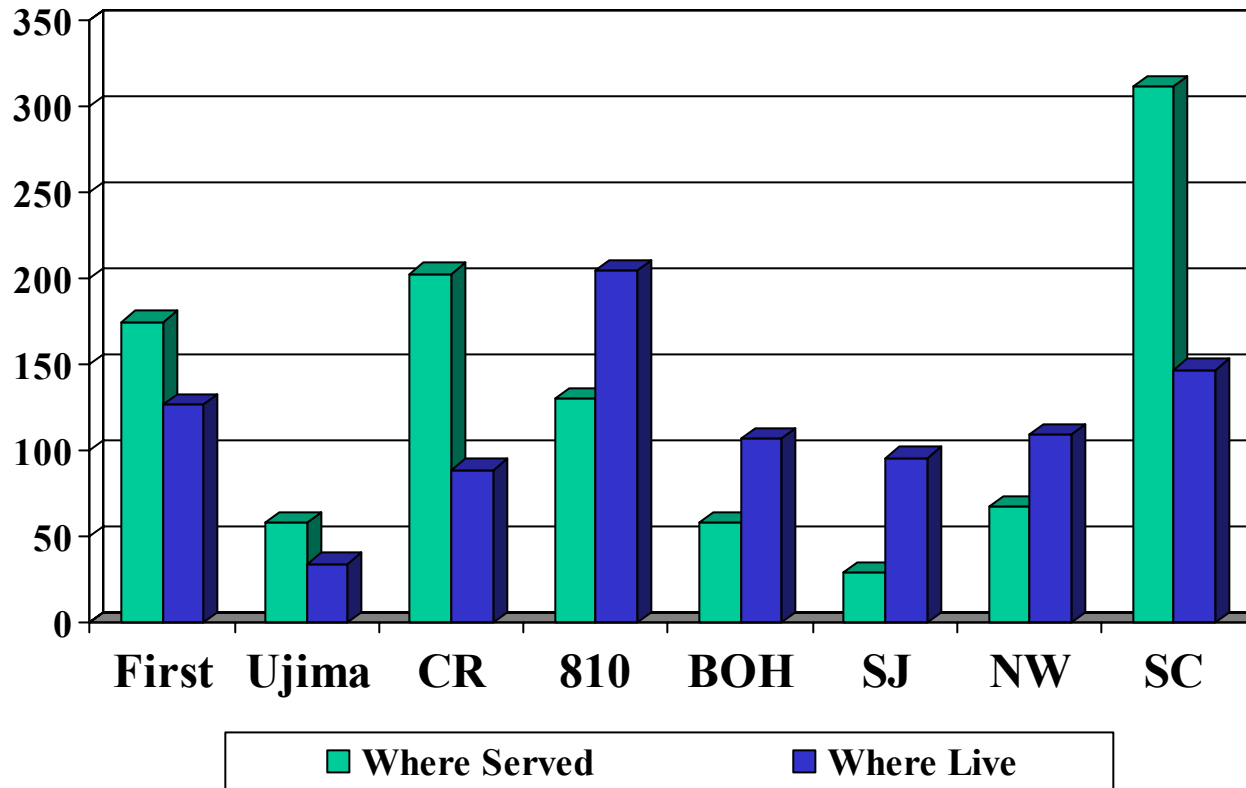
IW, NE and SE are planning divisions within 810 Barret Neighborhood Place



Data Provided by
Louisville Metro
Health Department

HANDS

HEALTH ACCESS NURTURING DEVELOPMENT SERVICES



HANDS is a voluntary, intensive home visitation program designed to provide support to parents during the child's first two years of life. HANDS assists first-time parents to understand child development, to build sound relationships with their children, and to access health services and other needed resources.

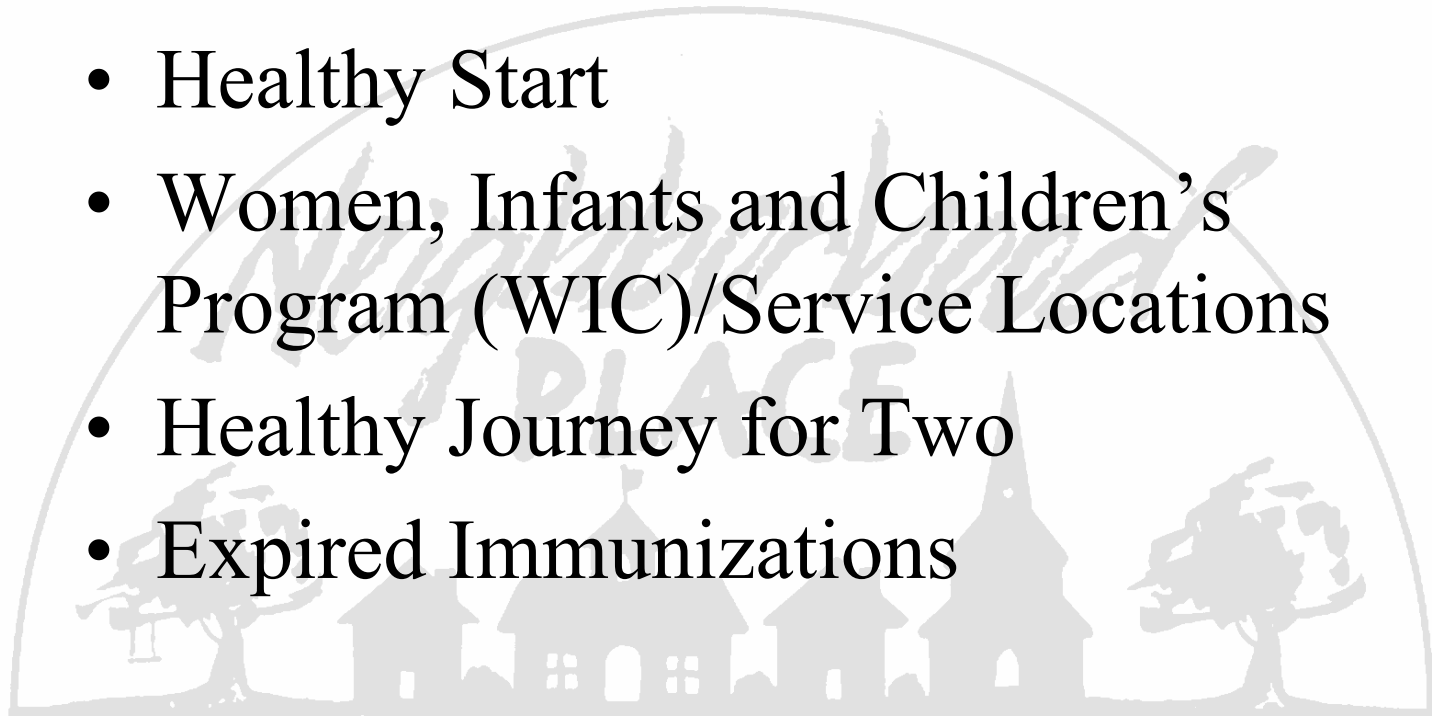
FY03-04



Data Provided by
Louisville Metro
Health Department

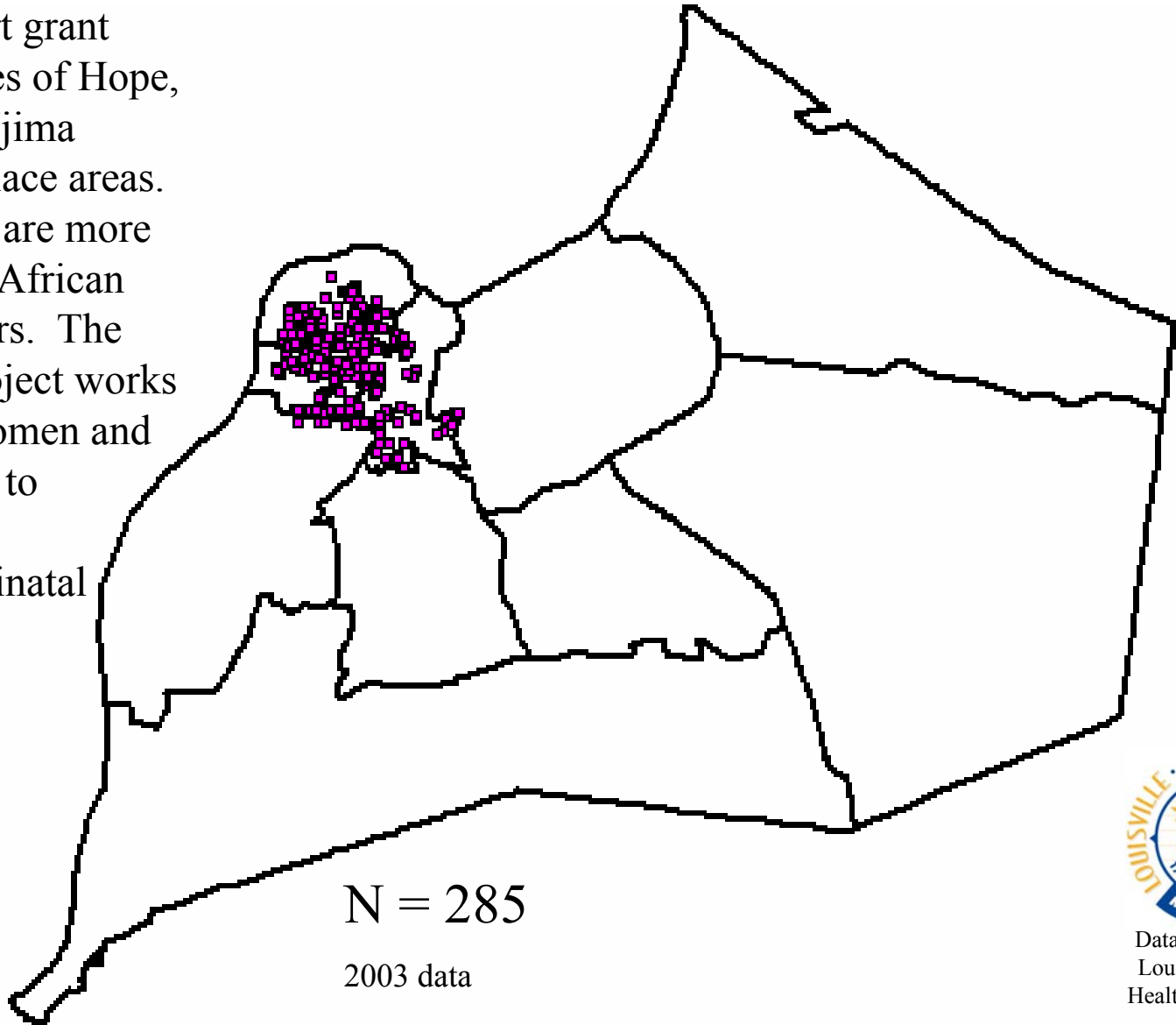
Goal #2: Improve the Health Status of Mothers and Babies

- Healthy Start
- Women, Infants and Children's Program (WIC)/Service Locations
- Healthy Journey for Two
- Expired Immunizations

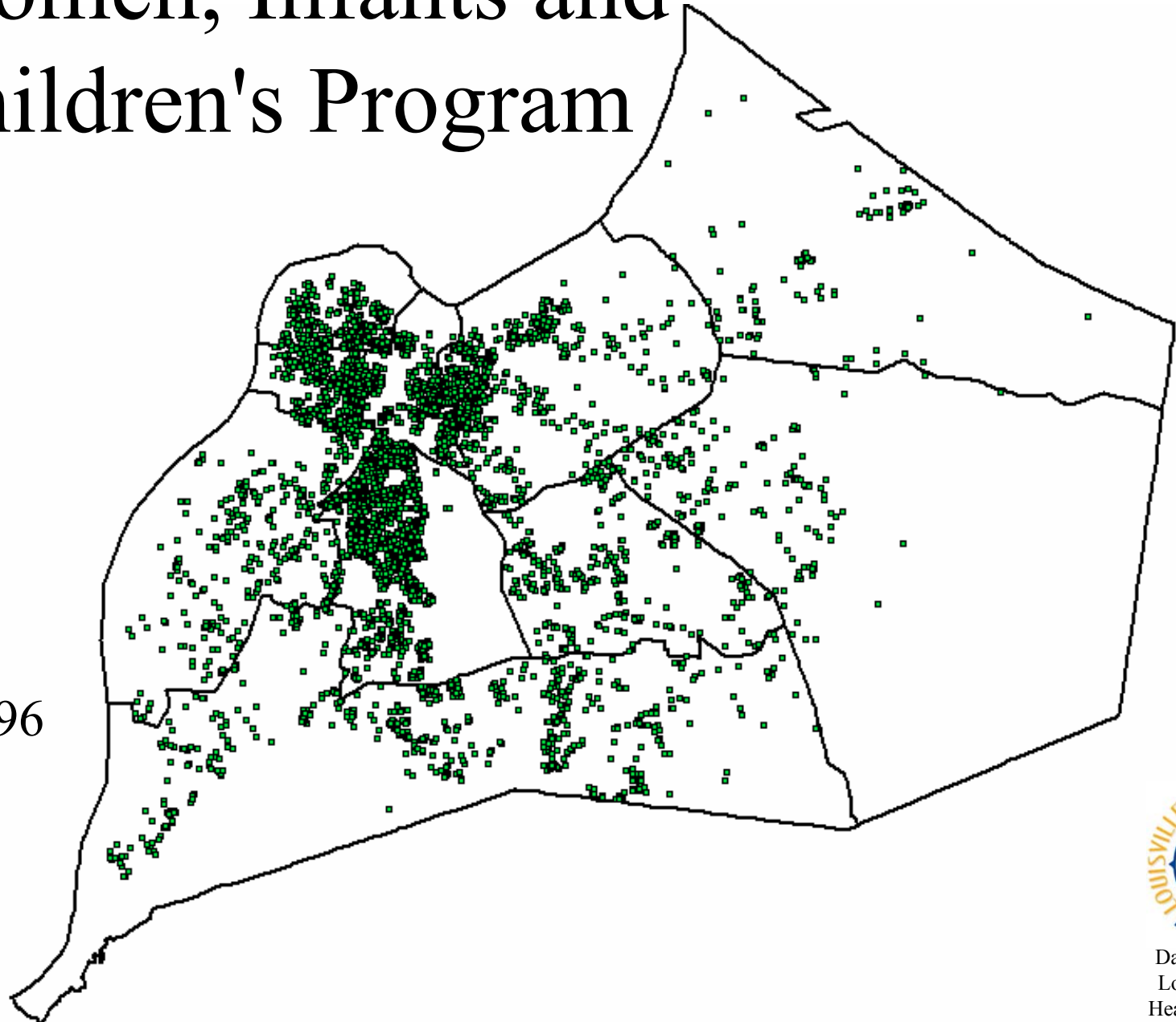


Healthy Start

The Healthy Start grant serves the Bridges of Hope, Northwest and Ujima Neighborhood Place areas. Premature births are more common among African American mothers. The Healthy Start project works with pregnant women and children to age 2 to eliminate racial disparities in perinatal care services.

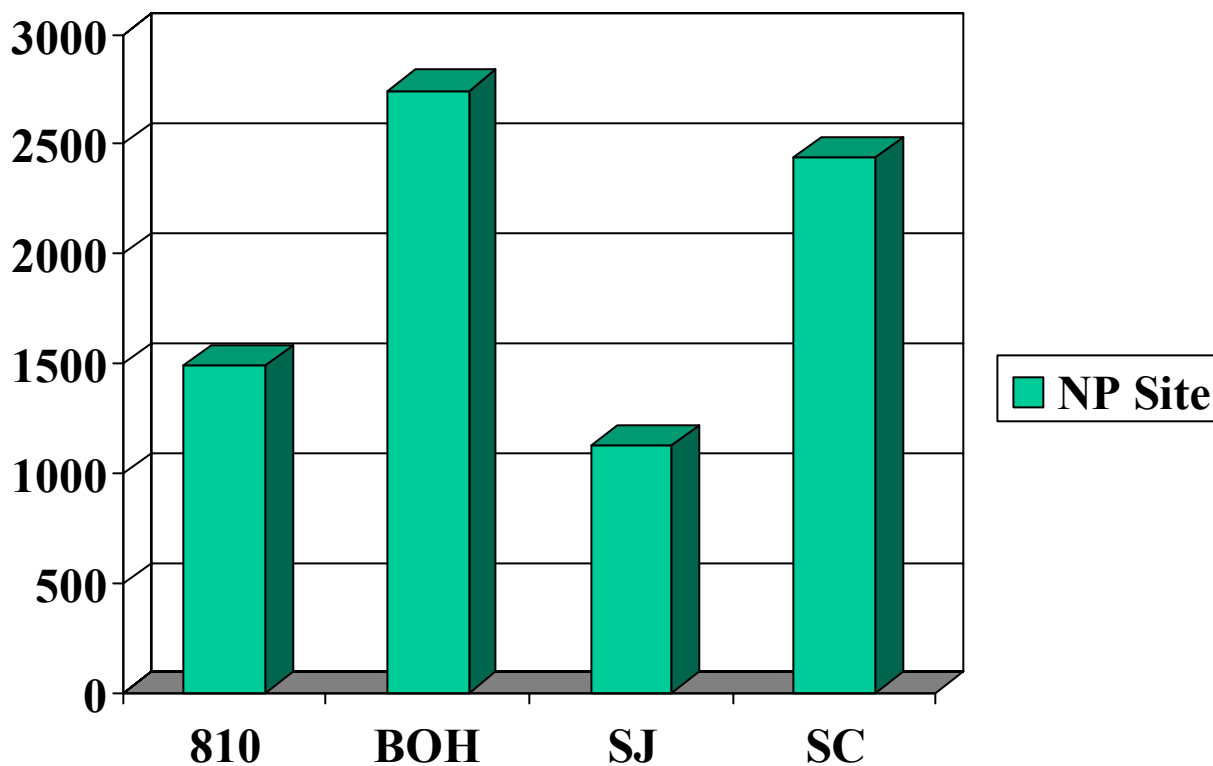


Women, Infants and Children's Program



N = 7796
FY03-04

WIC Service Locations



N = 7796

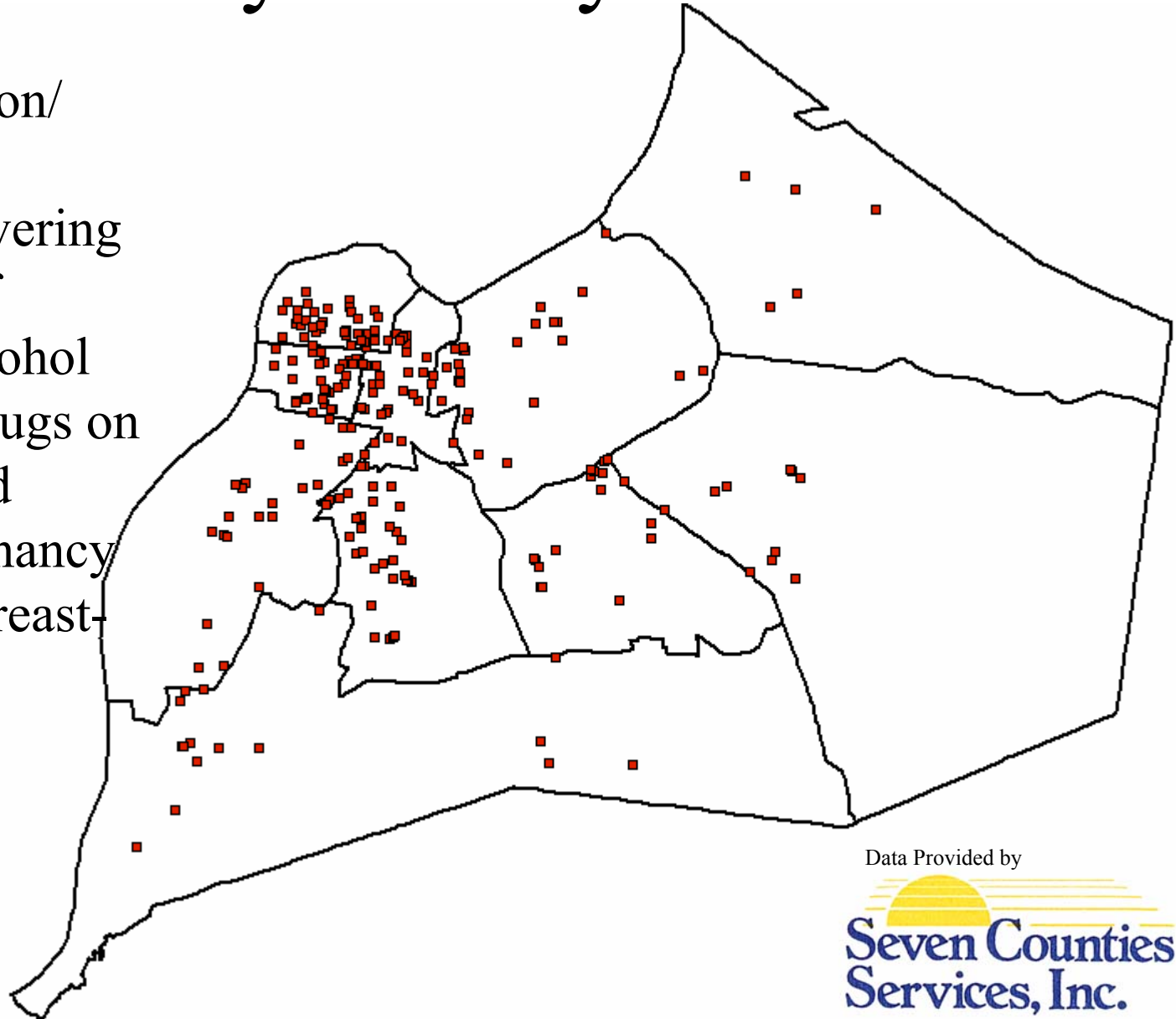
FY03-04



Data Provided by
Louisville Metro
Health Department

Healthy Journey for Two

A prevention/
educational
program covering
the affect of
tobacco, alcohol
and other drugs on
unborn child
during pregnancy
and while breast-
feeding.



N = 259
FY03/04



Data Provided by



Expired Immunizations

% of Expired Immunizations Based by NP Area

Site	%
First	6.3%
Ujima	5.7%
CR	3.2%
810	5.4%
BOH	5.4%
SJ	3.3%
NW	5.3%
SC	2.9%

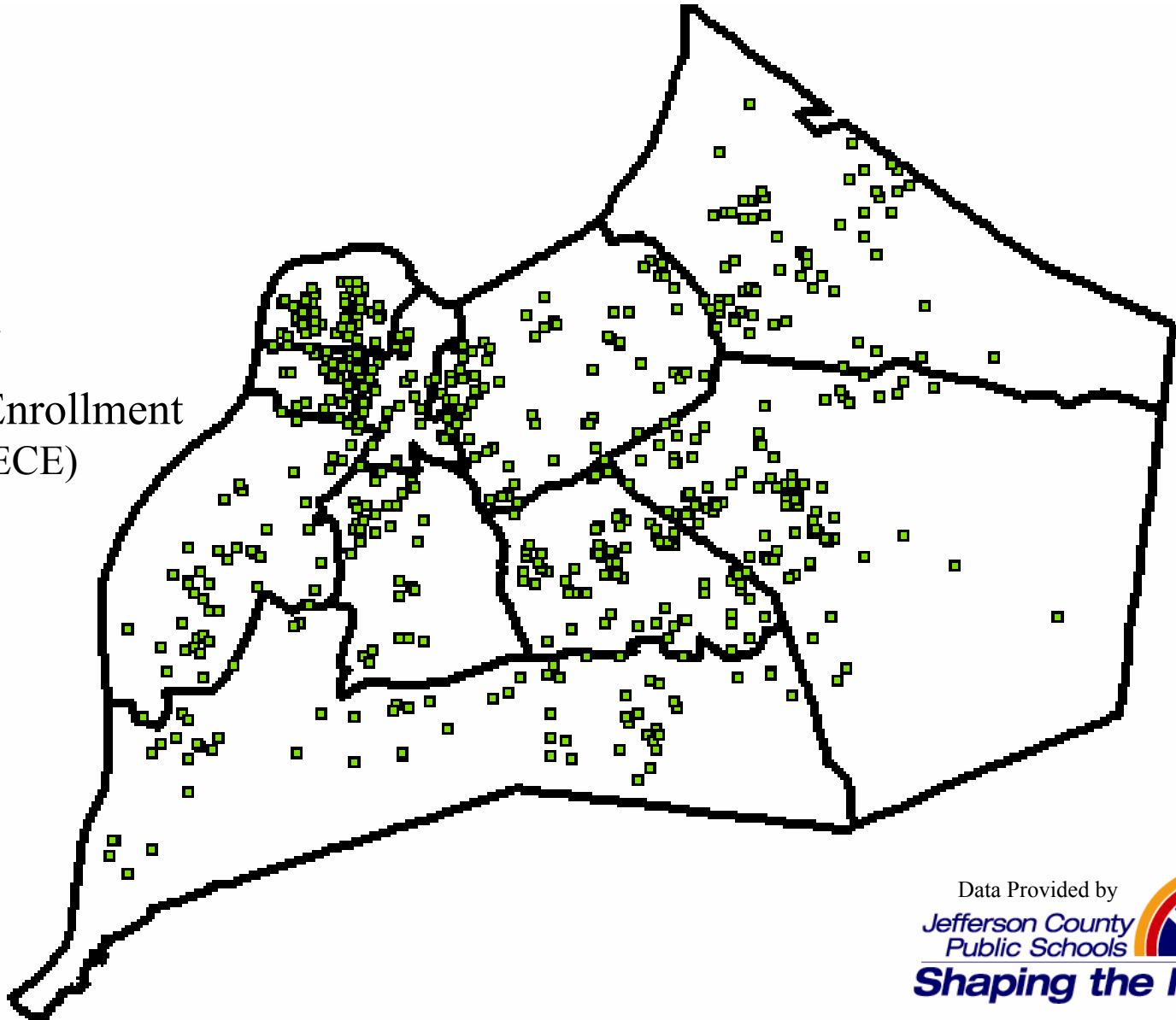
Represents 4.7% of Enrollment
(K, 6 and ECE)

School Year 03/04

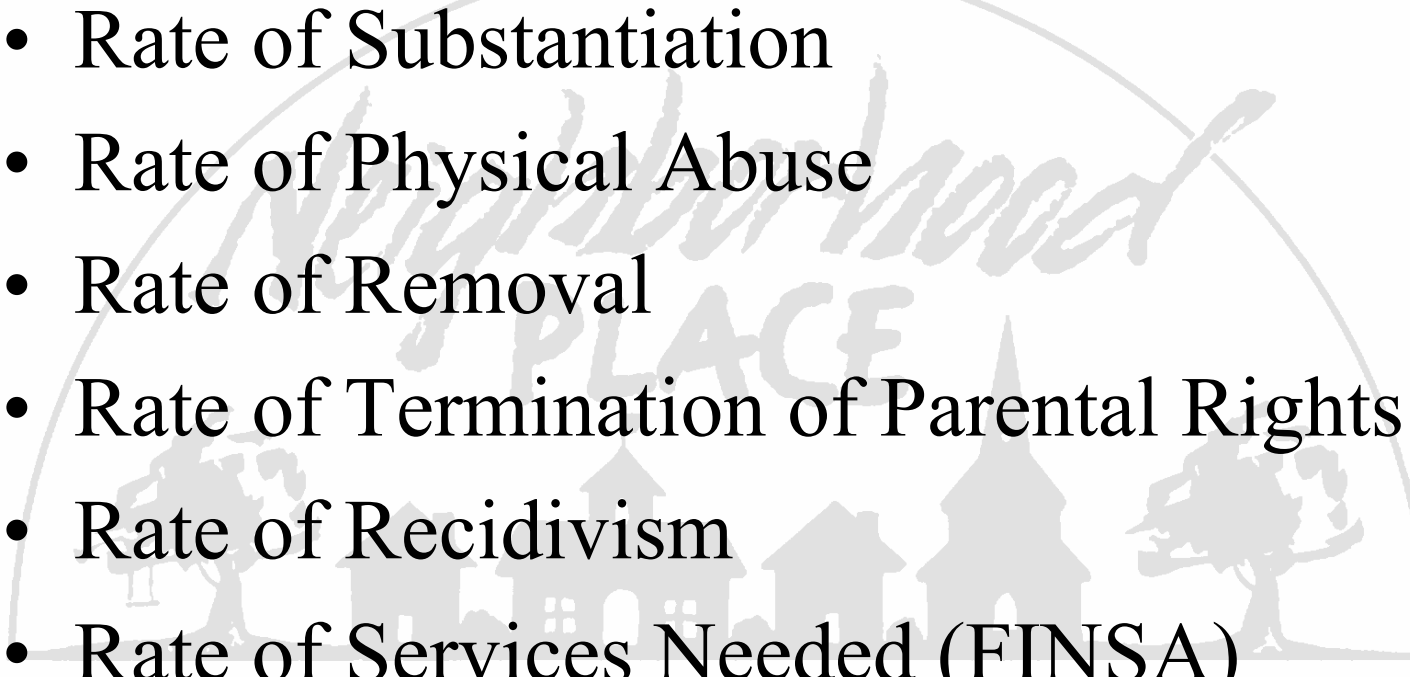
Expired Immunizations

N = 607
4.7% of Enrollment
(K, 6 and ECE)

School Year
03/04

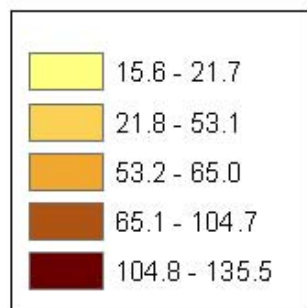


Goal #3: Reduce Violence Within Families

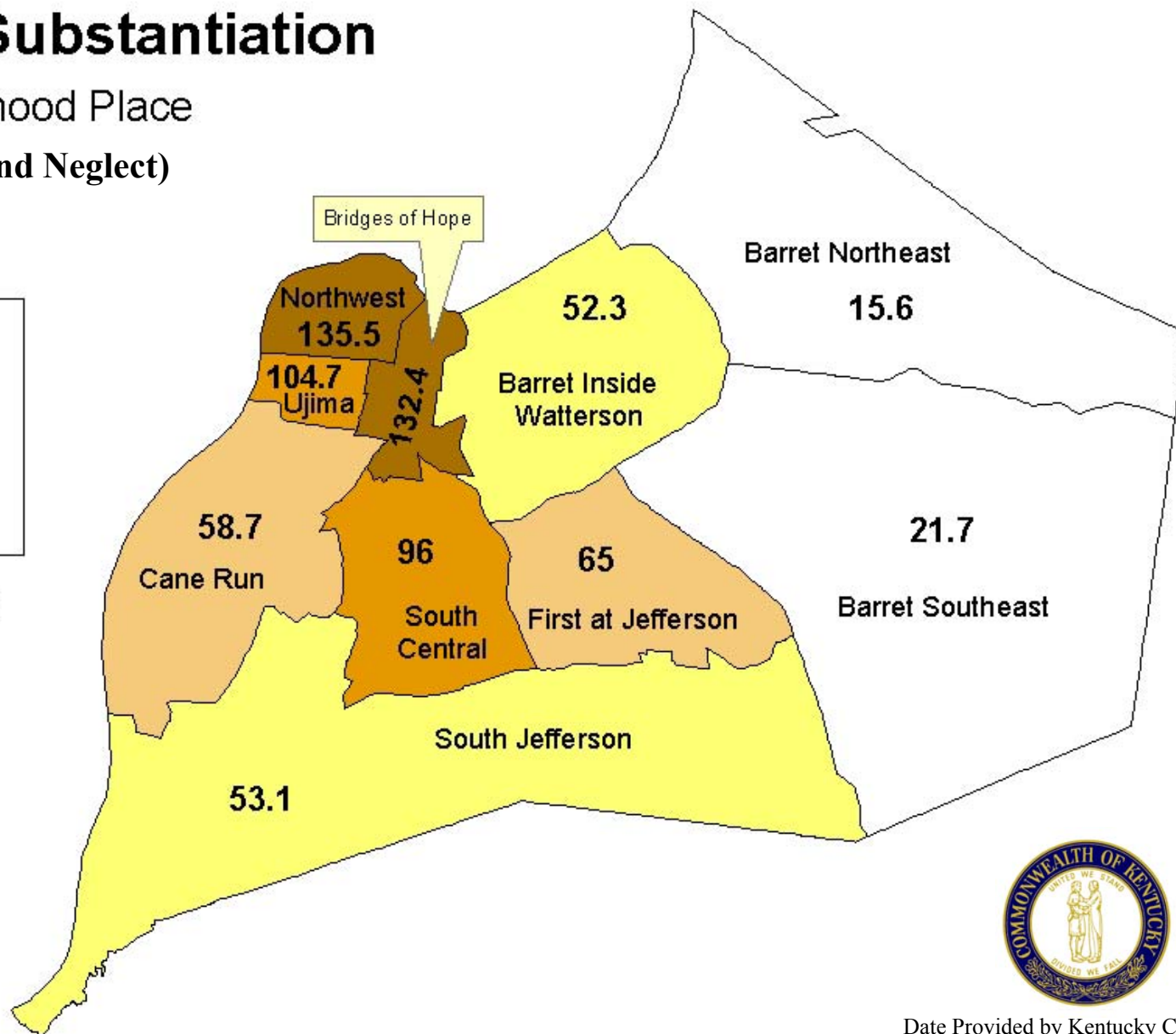
- Rate of Substantiation
 - Rate of Physical Abuse
 - Rate of Removal
 - Rate of Termination of Parental Rights
 - Rate of Recidivism
 - Rate of Services Needed (FINSA)
- 

Rate of Substantiation

by Neighborhood Place
(Child Abuse and Neglect)

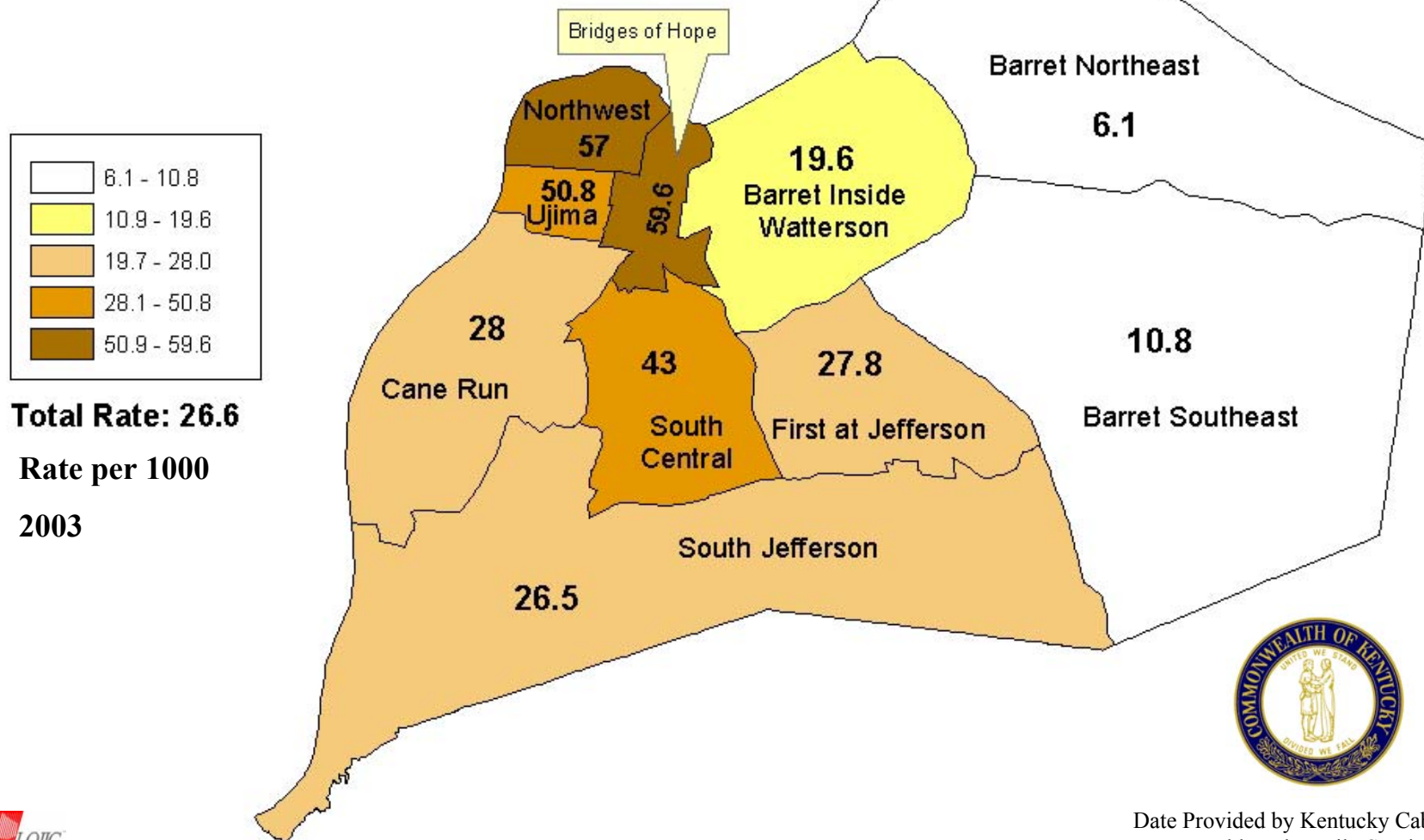


Total Rate: 59.6
Rate per 1000
2003



Rate of Physical Abuse

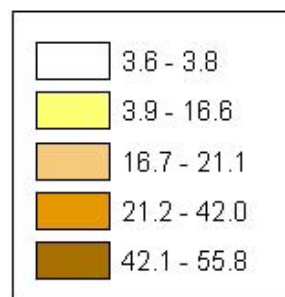
by Neighborhood Place



Date Provided by Kentucky Cabinet for
Health and Family Services

Rate of Removal

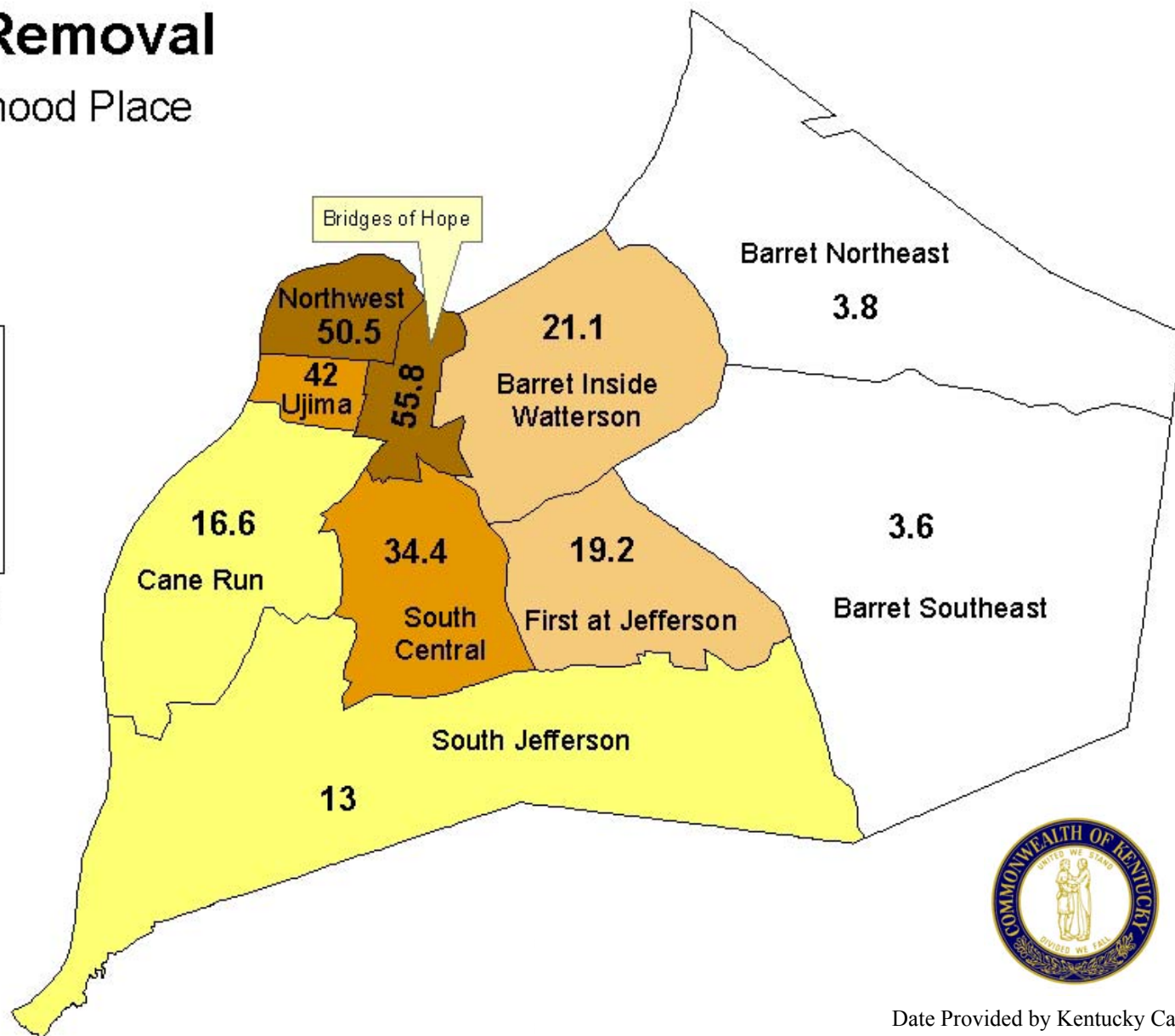
by Neighborhood Place



Total Rate: 19.8

Rate per 1000

2003

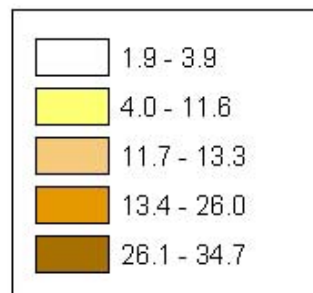


Date Provided by Kentucky Cabinet for
Health and Family Services

Rate of Recidivism

by Neighborhood Place

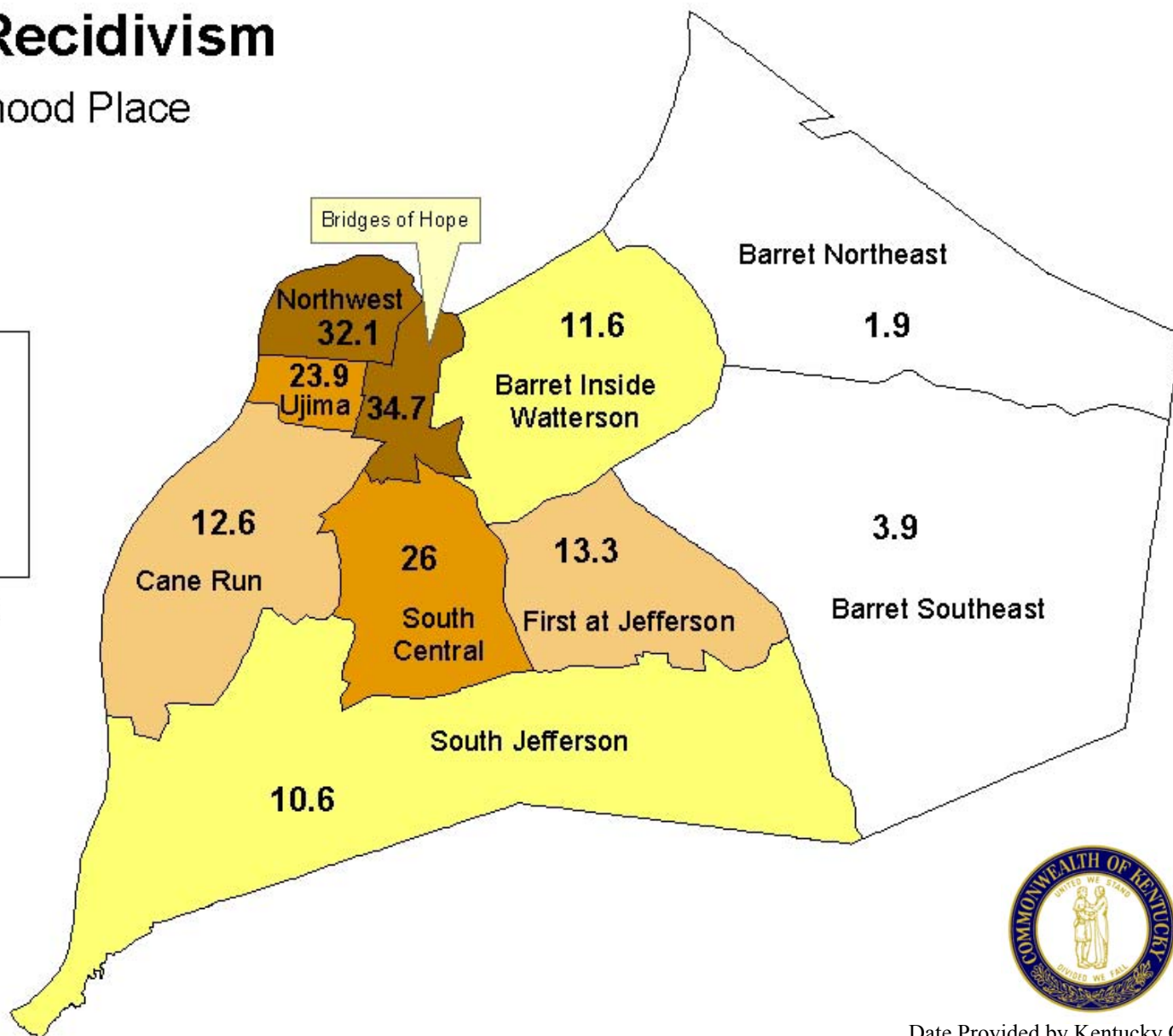
(Re-abuse)



Total Rate: 13.4

Rate per 1000

2003

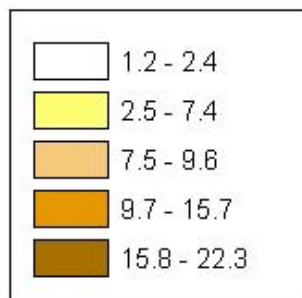


Date Provided by Kentucky Cabinet for
Health and Family Services

Rate of Services Needed (FINSA)

by Neighborhood Place

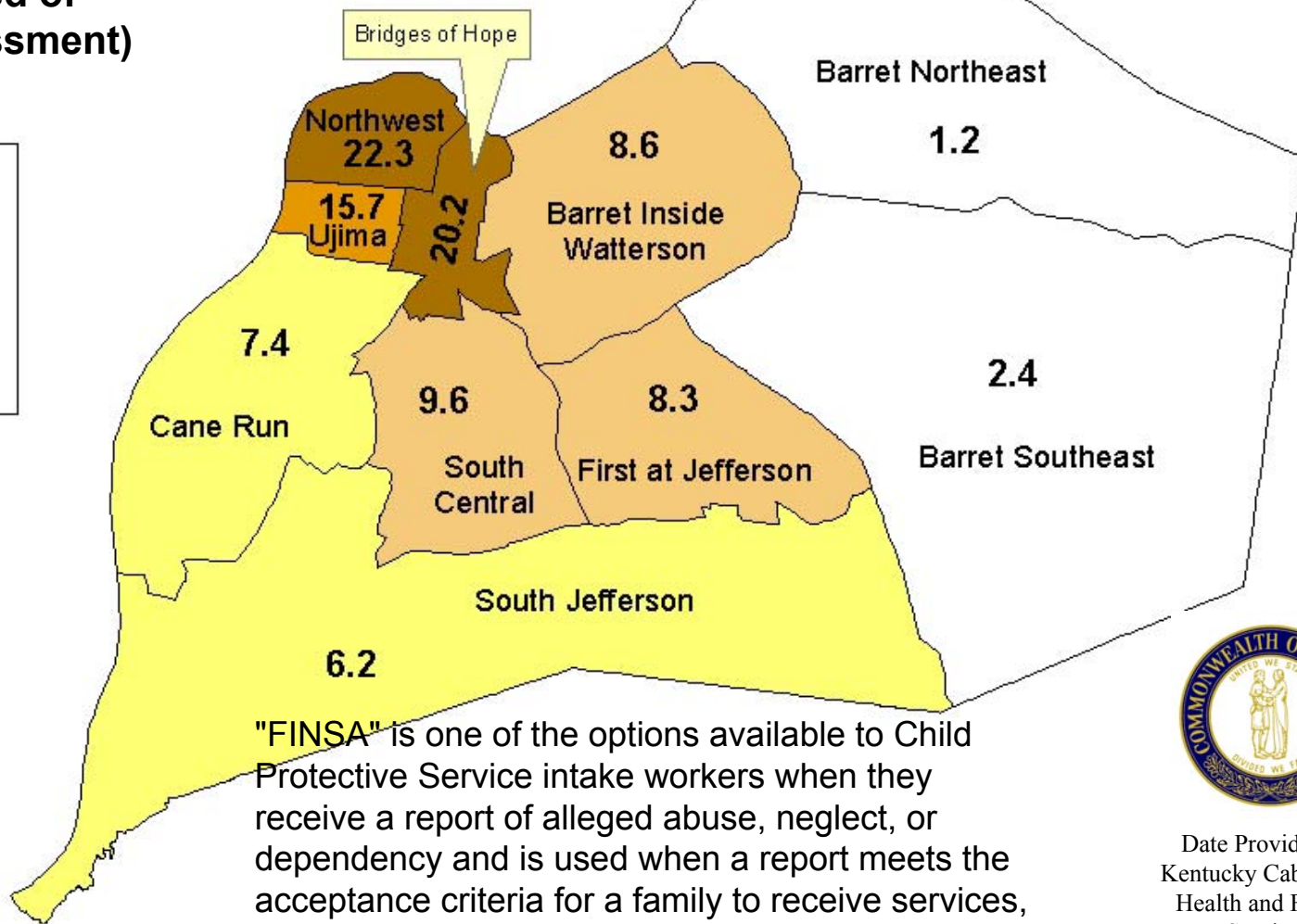
(Family in Need of
Service Assessment)



Total Rate: 7.9

Rate per 1000

2003



"FINSA" is one of the options available to Child Protective Service intake workers when they receive a report of alleged abuse, neglect, or dependency and is used when a report meets the acceptance criteria for a family to receive services, but is determined to be low risk.



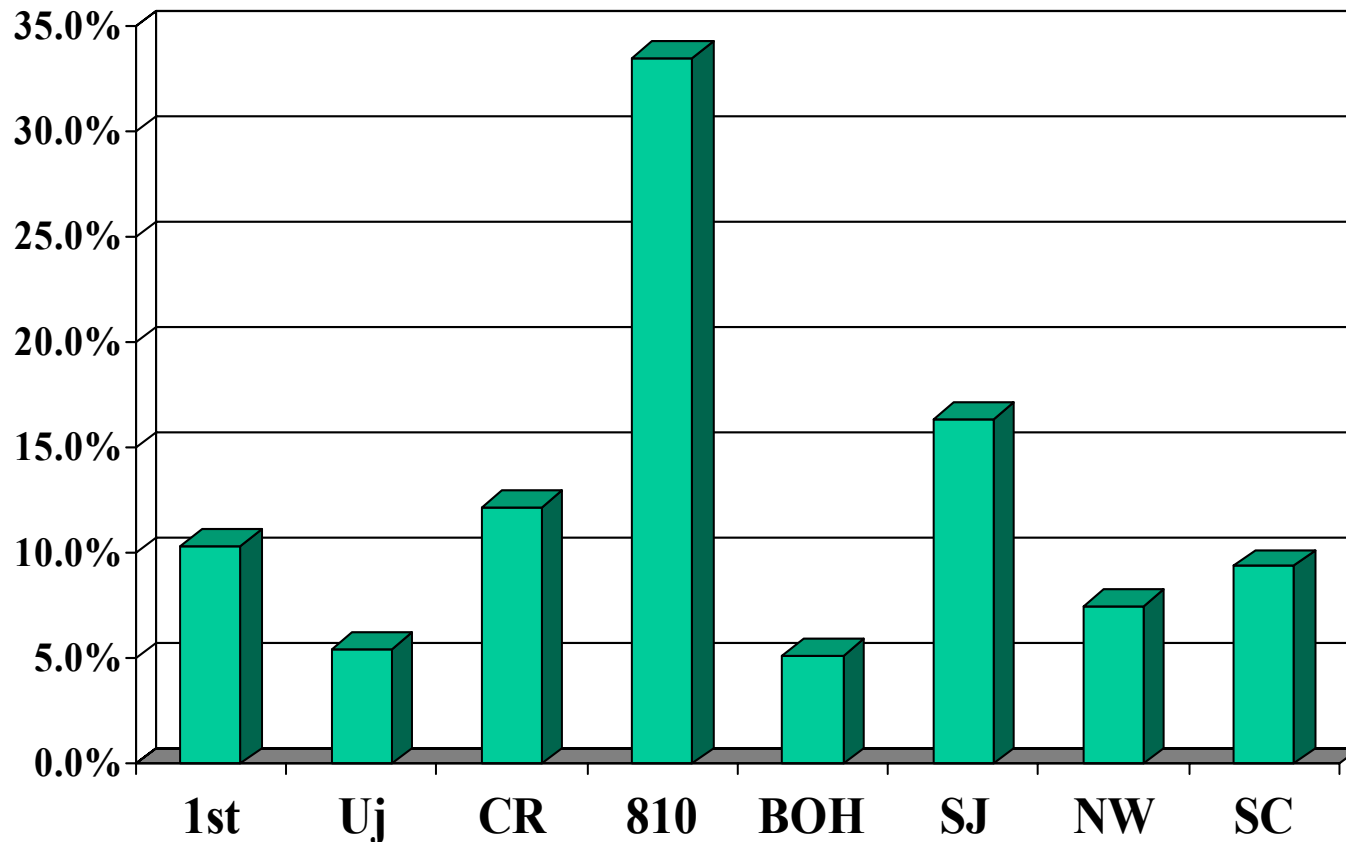
Date Provided by
Kentucky Cabinet for
Health and Family
Services

Goal #4: Improve the Level of Student Success

- Student Enrollments
- Student Attendance
- Student Suspensions
- Students at Academic Risk



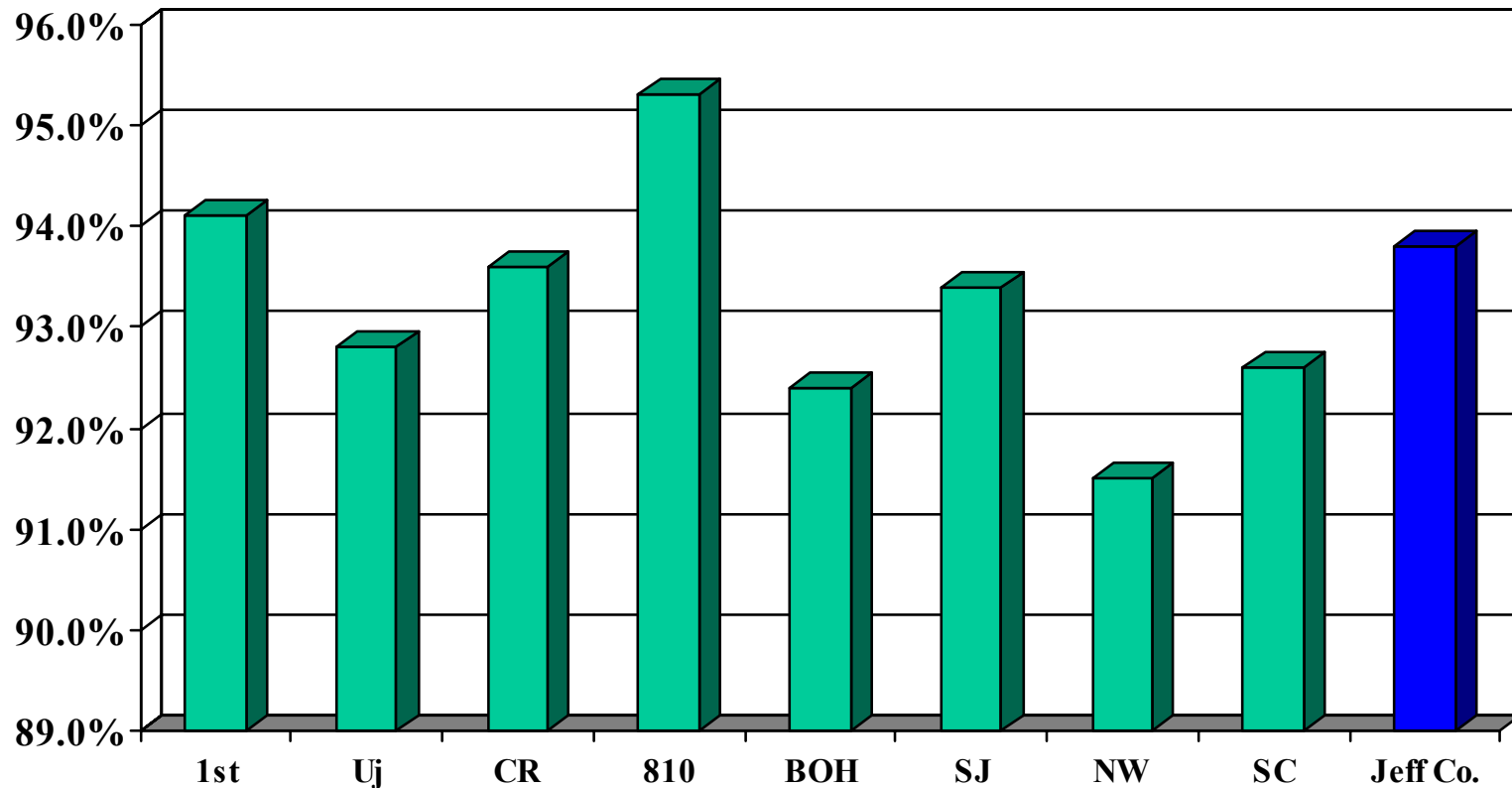
Student Enrollments



N = 94,827

Includes ECH, K-12 and ECE
School Year 03/04

Student Attendance



93.8% = Jefferson County

School Year 03/04

Student Suspensions

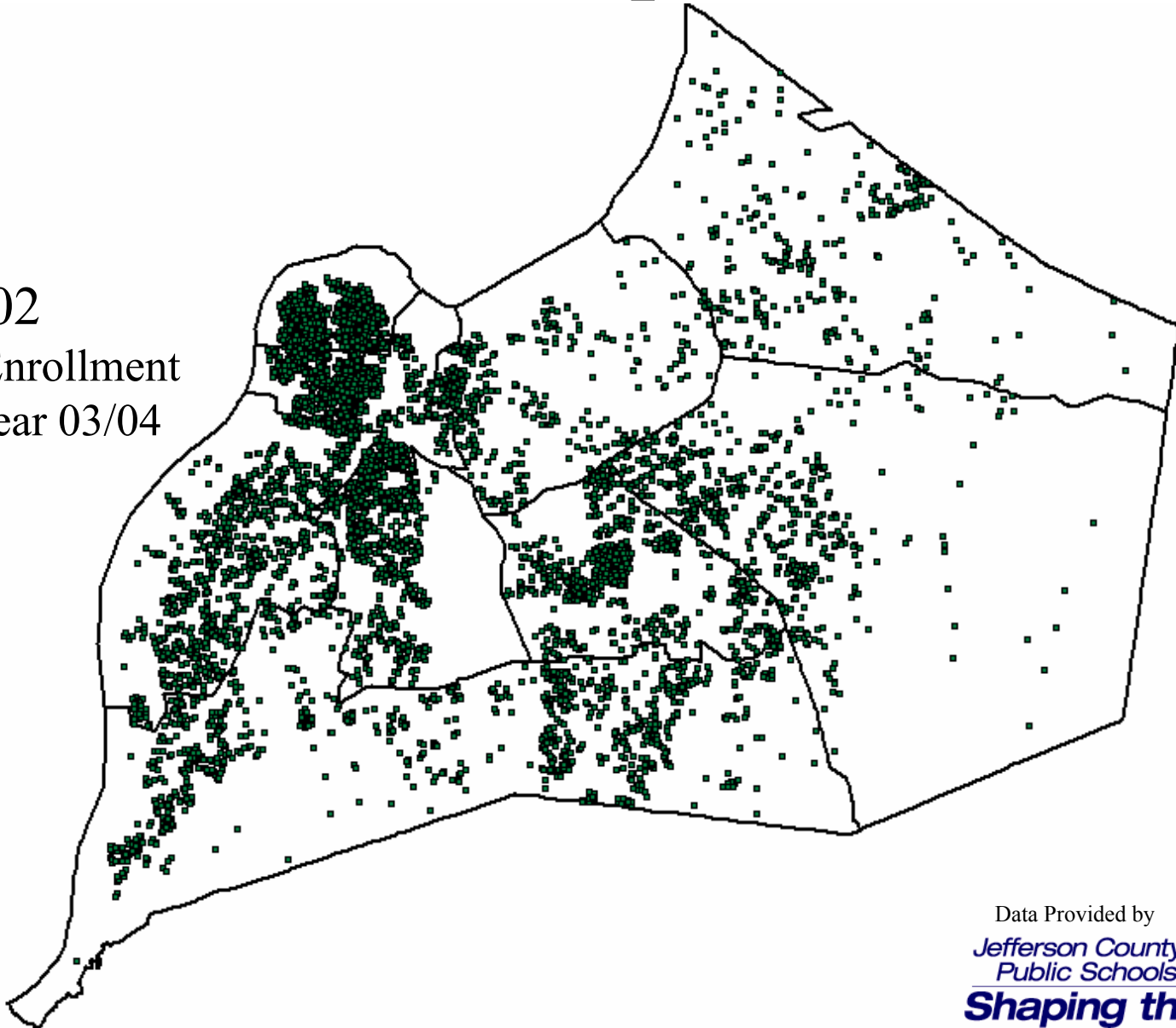
% of Suspensions Based on Enrollment by NP Area

Site	%
First	10.0%
Ujima	15.3%
CR	9.0%
810	4.3%
BOH	12.2%
SJ	7.1%
NW	15.0%
SC	8.4%

Represents 8.1% of Enrollment
School Year 03/04

Student Suspensions

N = 7,702
8.1% of Enrollment
School Year 03/04



Students at Academic Risk

% of At Risks Based on Enrollment by NP Area

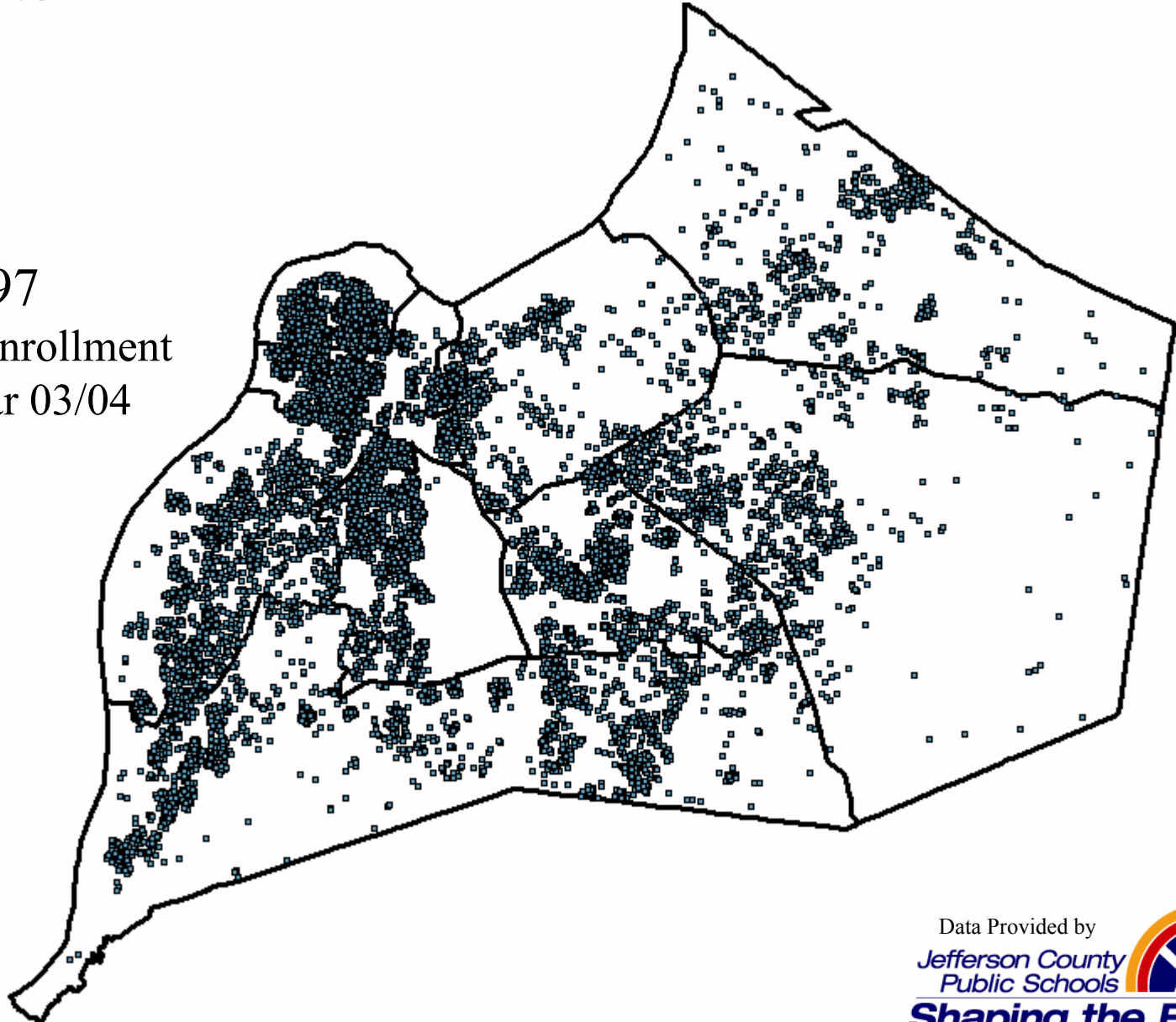
Site	%
First	1.7%
Ujima	1.4%
CR	1.9%
810	3.0%
BOH	1.2%
SJ	2.4%
NW	2.0%
SC	1.8%

Students who perform in the lowest third on their most recent standardized reading test can be considered at-risk for academic difficulties and warrant further review and/or support.

Represents 15.4% of Enrollment
School Year 03/04

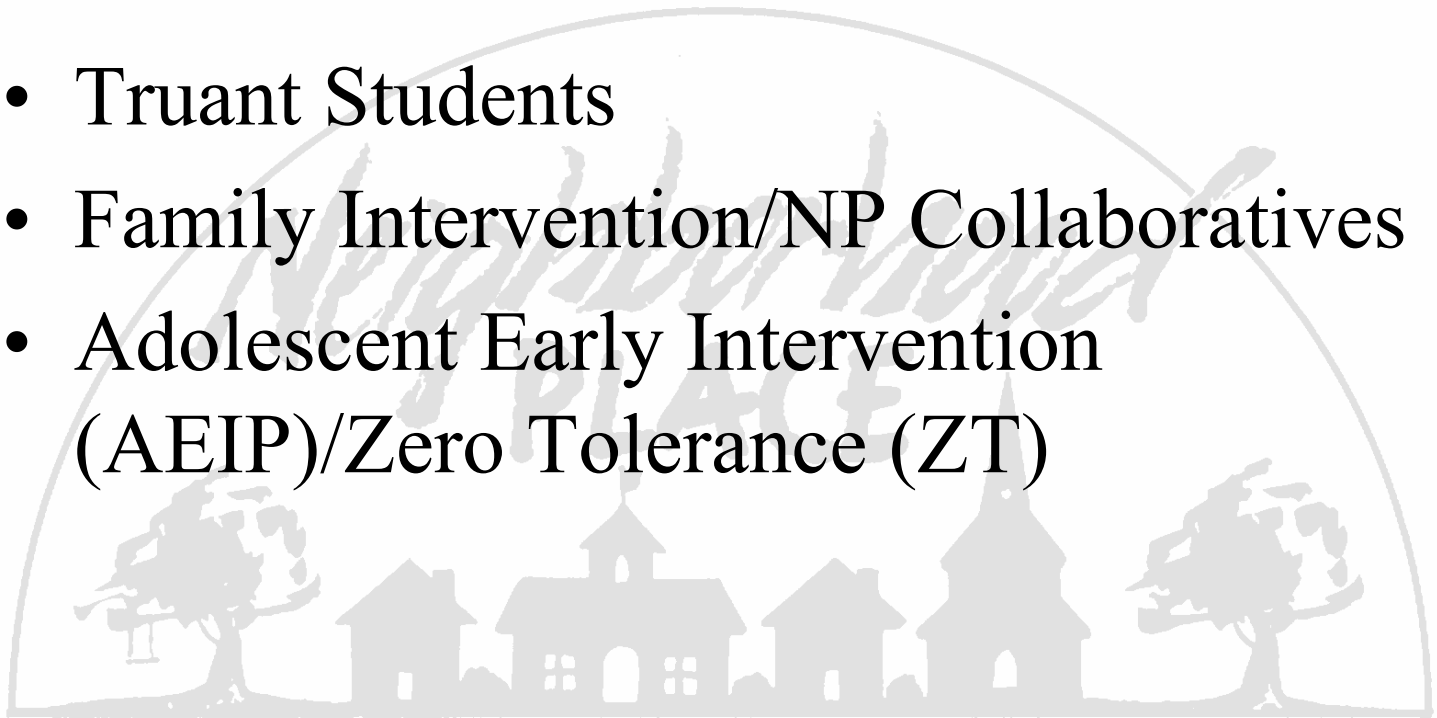
Students at Academic Risk

N = 14,597
15.4% of Enrollment
School Year 03/04



Goal #4: Improve the Level of Student Success

- Truant Students
- Family Intervention/NP Collaboratives
- Adolescent Early Intervention (AEIP)/Zero Tolerance (ZT)



Truant Students

% of Truants Based on Enrollment by NP Area

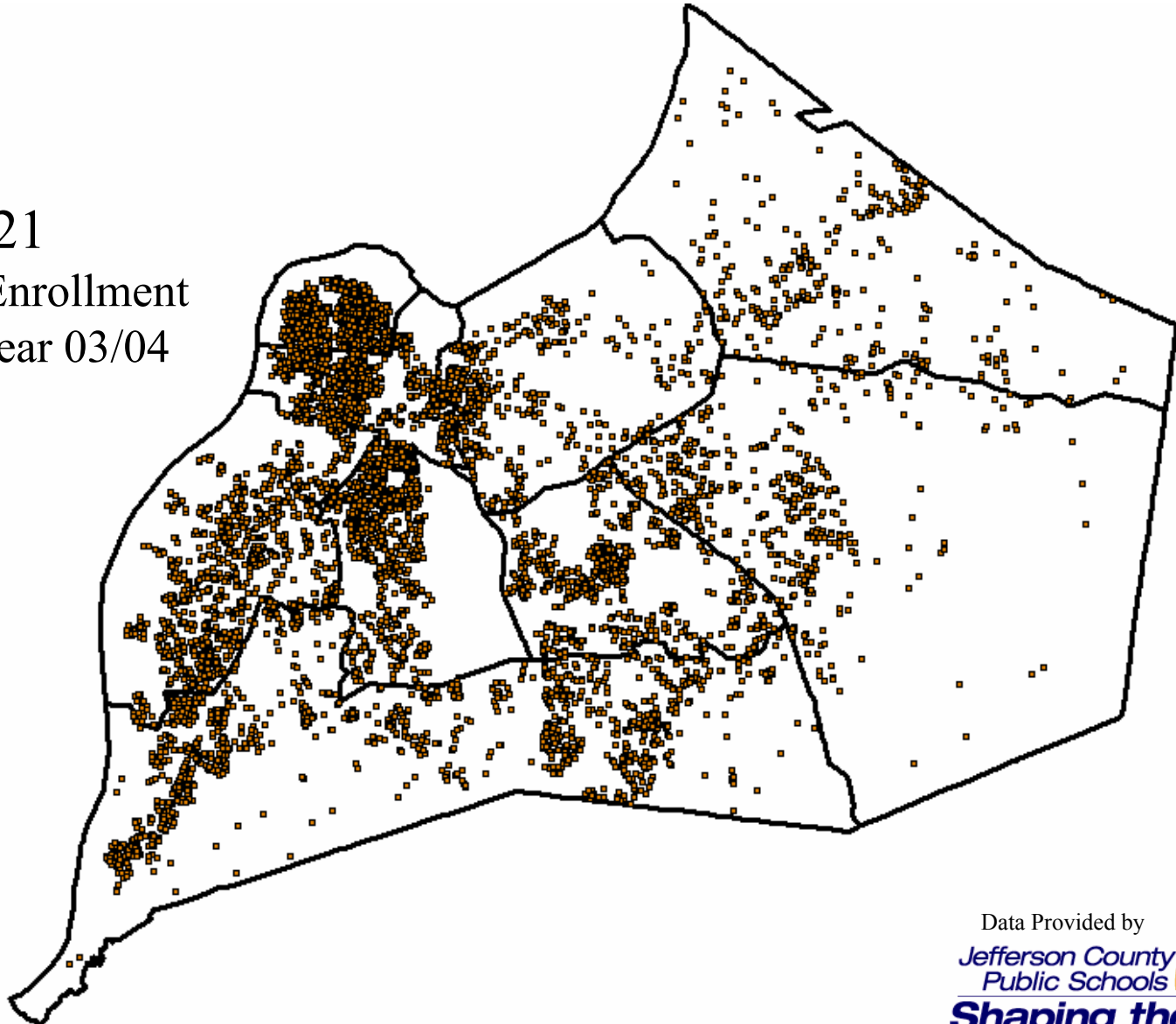
Site	%
First	7.6%
Ujima	11.3%
CR	8.6%
810	4.6%
BOH	12.4%
SJ	9.4%
NW	14.3%
SC	11.7%

This represents students who have experienced absences greater than 25 days in the 03/04 school year.

Represents 8.4% of Enrollment
School Year 03/04

Truant Students

N = 7,921
8.4% of Enrollment
School Year 03/04



Family Intervention/NP Collaboratives

- Truancy Courts in Schools
- Youth Support Groups



Truancy Courts in Schools

In the 2003-2004 school year, Family Intervention Senior Social Workers have served as Family Advocates for Truancy Courts in the following schools. This collaborative brings together NP, Jefferson County Public School and Louisville Metro Human Services staff in partnership with volunteers who serve as Judges to work with youth experiencing truancy issues.

- Hazelwood Elementary
- J.B. Atkinson Elementary
- Lincoln Elementary
- Meyzeek Middle
- Shawnee High
- Western Middle
- Wheatley Elementary



Information Provided
by Louisville Metro
Human Services

Youth Support Groups

A number of prevention groups have been conducted for preteen and teenage youth to educate and support youth in areas such as positive role modeling and behavior, decision making, healthy peer interactions and school transitions and adjustments. These groups have included collaborations with NP partner agencies (Seven Counties, JCPS, Health Dept. and OYD)

The support groups have been organized through the following NP sites:

Bridges of Hope

810 Barret

Northwest

South Jefferson

Cane Run

First

South Central

Ujima

*Some of the groups were cross collaborations that involved 2 or more NP sites.



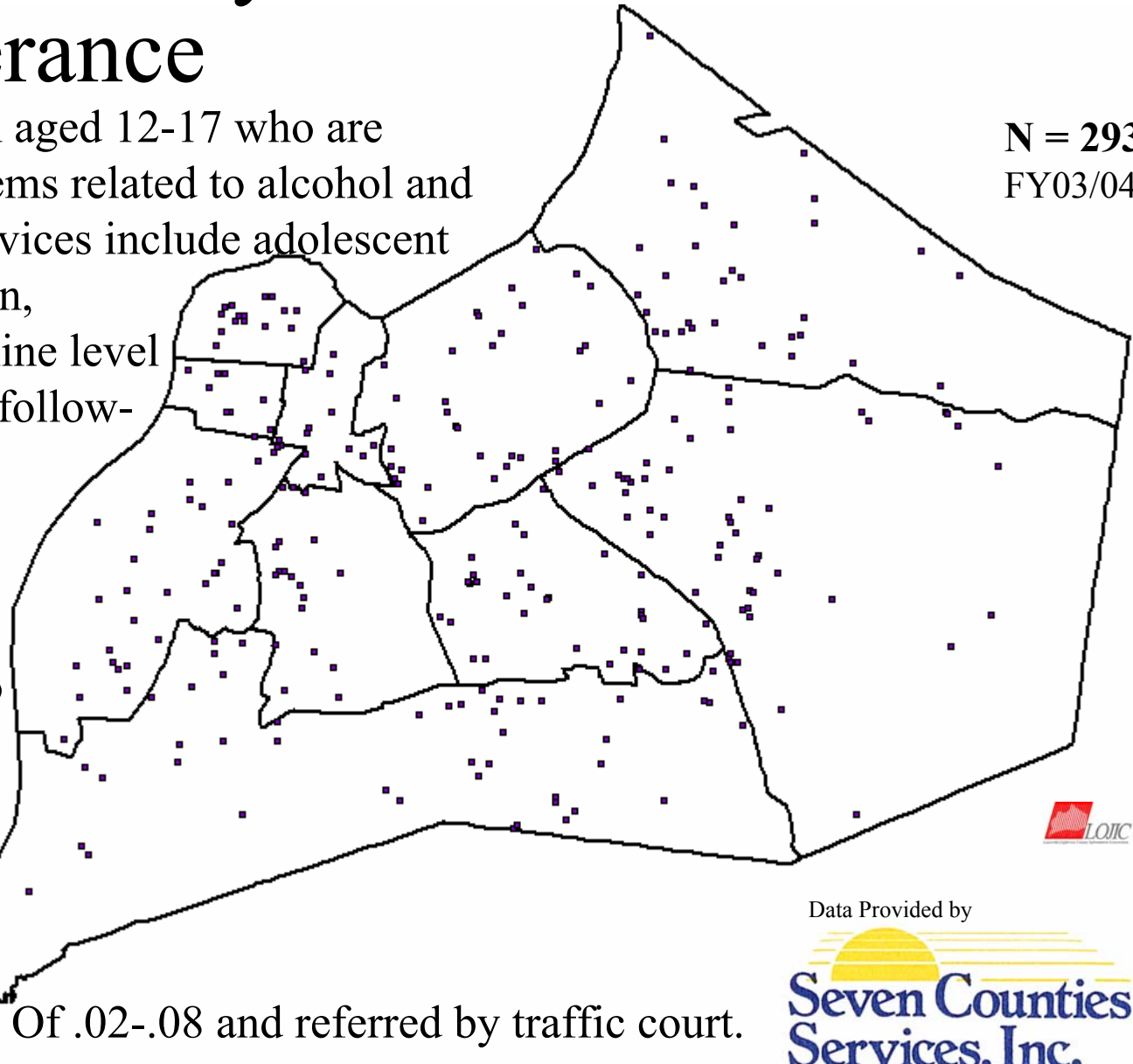
Adolescent Early Intervention/ Zero Tolerance

AEIP targets youth aged 12-17 who are experiencing problems related to alcohol and other drug use. Services include adolescent and parent education, screening to determine level of use, referral and follow-up.

ZT targets under 21 year olds. Program provides services to those who are first-time offenders charged with a ZT offense, driving with a blood alcohol content

Of .02-.08 and referred by traffic court.

N = 293
FY03/04



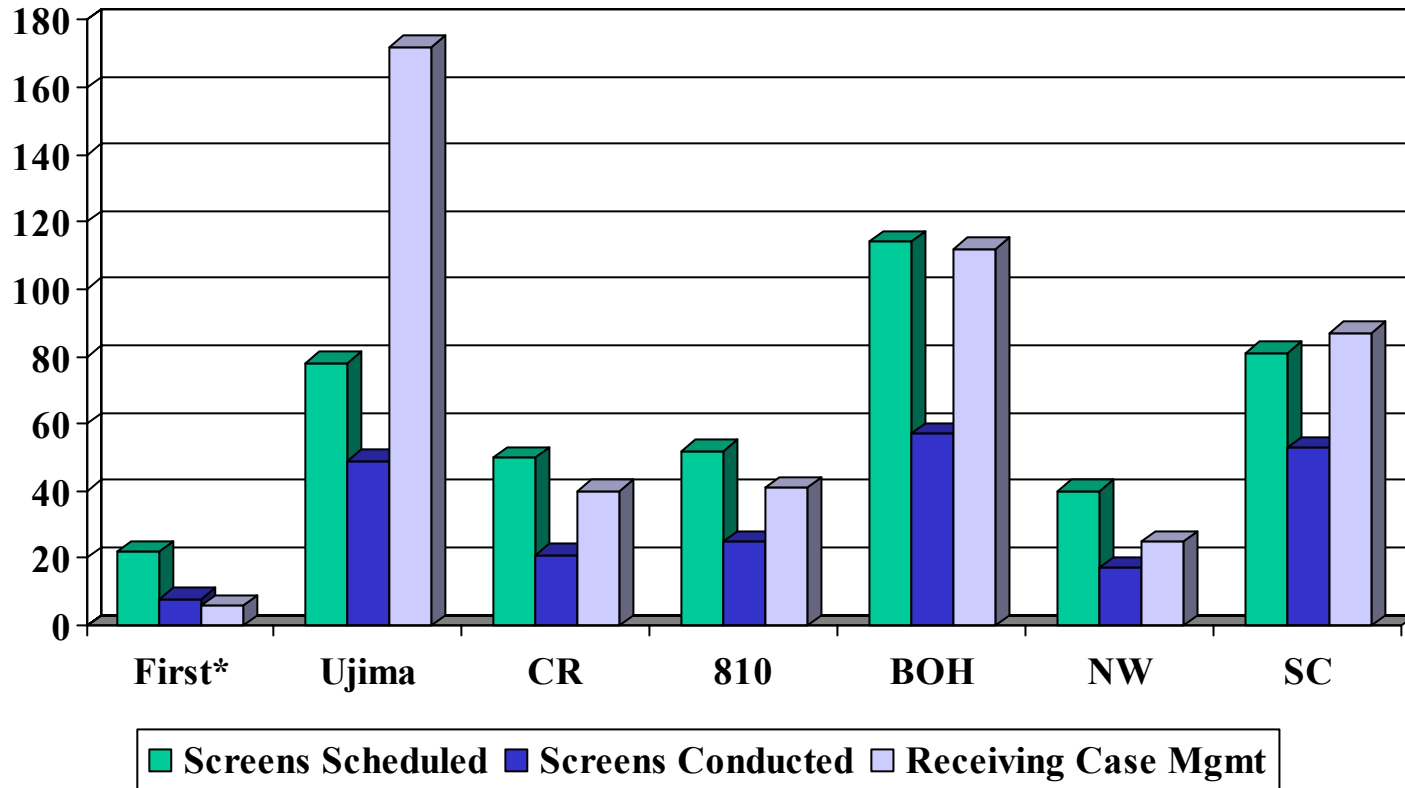
Data Provided by

The logo for Seven Counties Services, Inc., featuring a stylized sun with rays above the text 'Seven Counties Services, Inc.' in blue.

Goal #5: Provide Citizens with Timely Access to an Array of Services

- Jefferson Alcohol and Drug Abuse Center
- English as a Second Language/Types
- Community Coordinated Child Care Services (4Cs)
- Family Planning Service Participants
- Client Self-Assessment/Most Requested Services
- Client Self-Assessment/Most Provided Services

Jefferson Alcohol and Drug Abuse Center



FY03/04

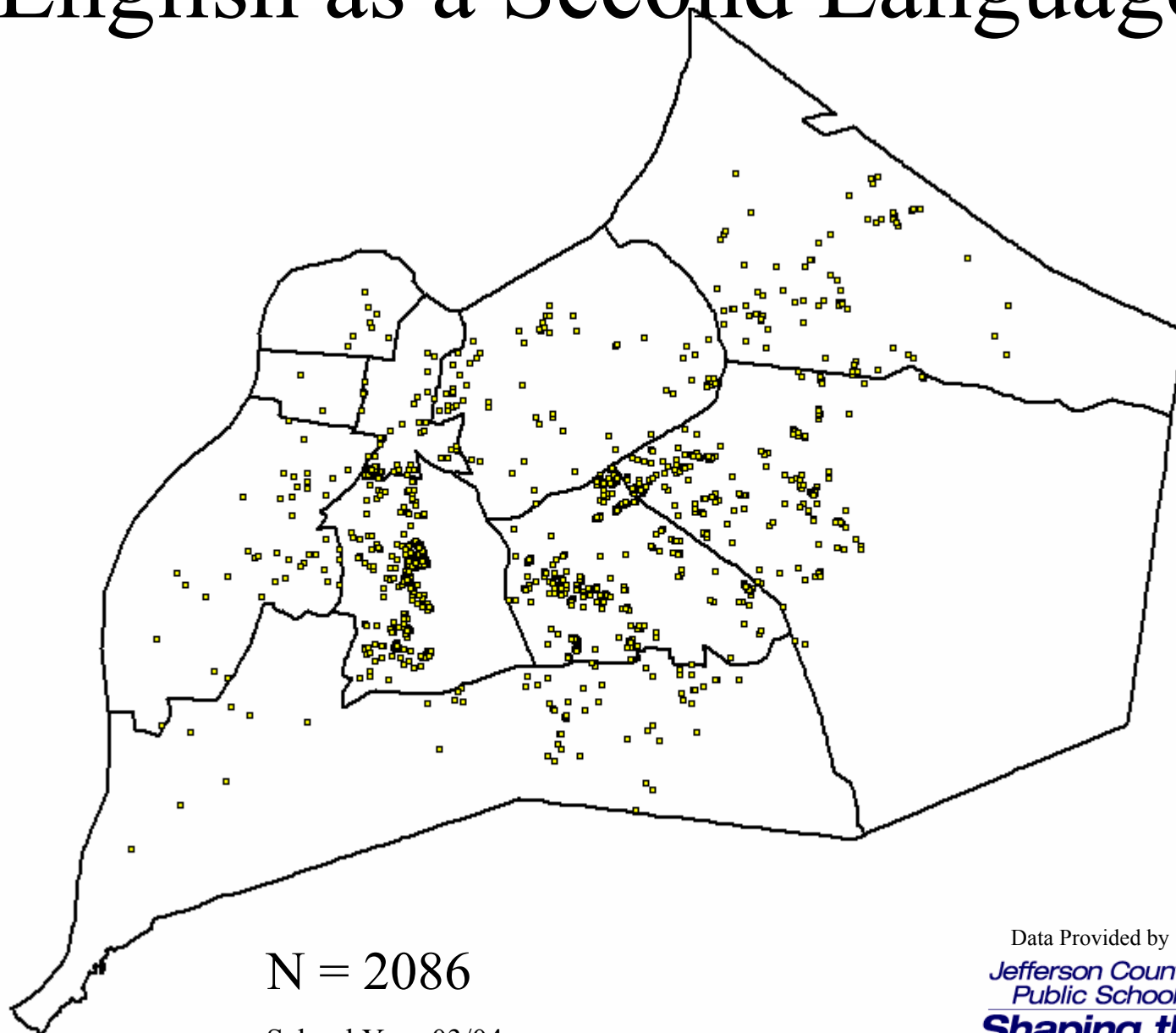
Substance Abuse case management including screening/assessments, treatment planning, referral and follow-up visits provided at Neighborhood Place.

*JADAC services were available through First for the last quarter only. These services were not available at South Jefferson Neighborhood Place.

Data Provided by



English as a Second Language



N = 2086

School Year 03/04



ESL Identified Language Types

This map depicts where students reside (by identified language) who requested language assistance or other school-related services.

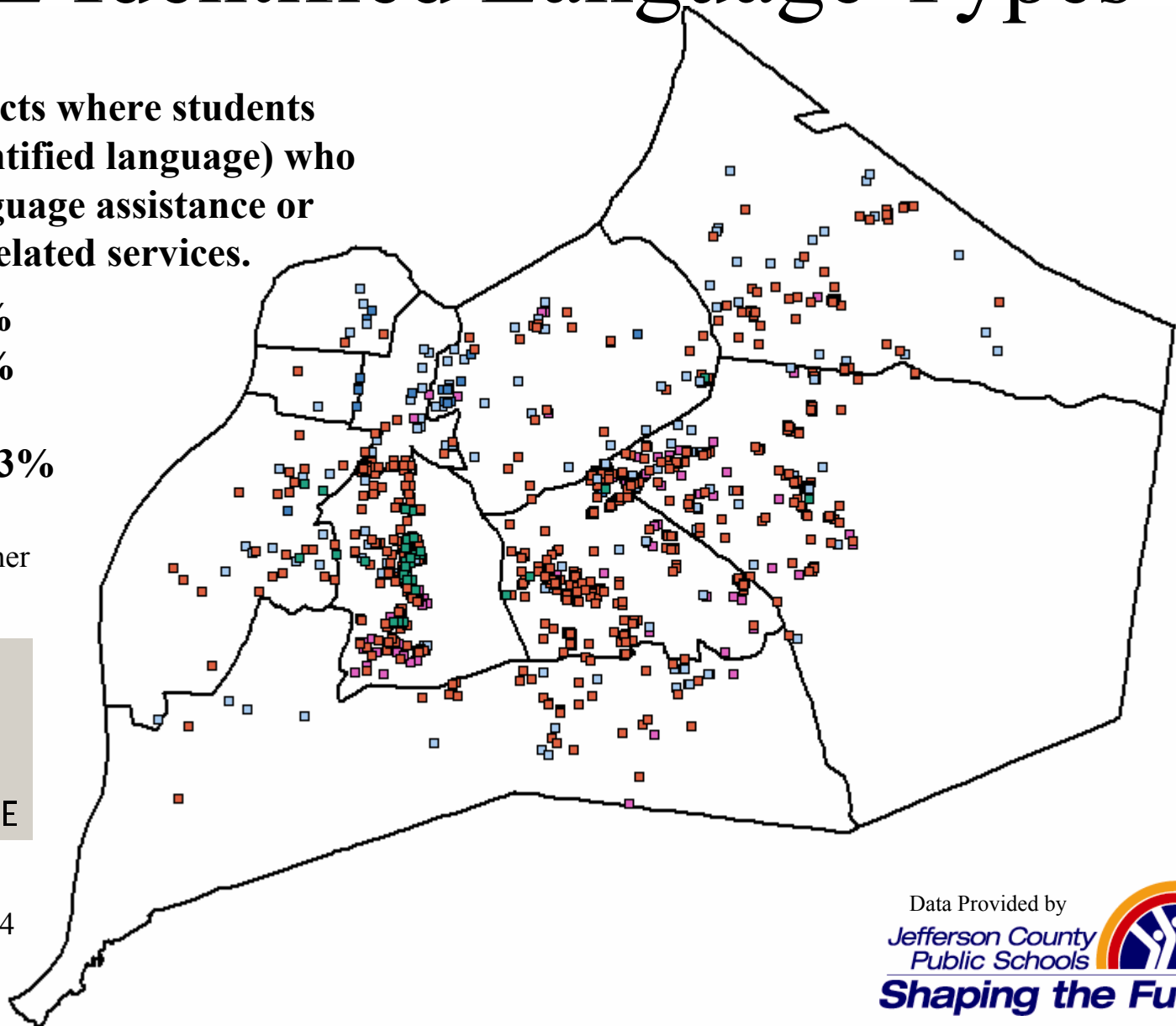
Spanish = 58%
Bosnian = 14%
Somali = 4%
Vietnamese = 3%
Other = 22%

(representing 50 other languages)

■	BOSNIAN
■	OTHER
■	SOMALI
■	SPANISH
■	VIETNAMESE

N = 1847

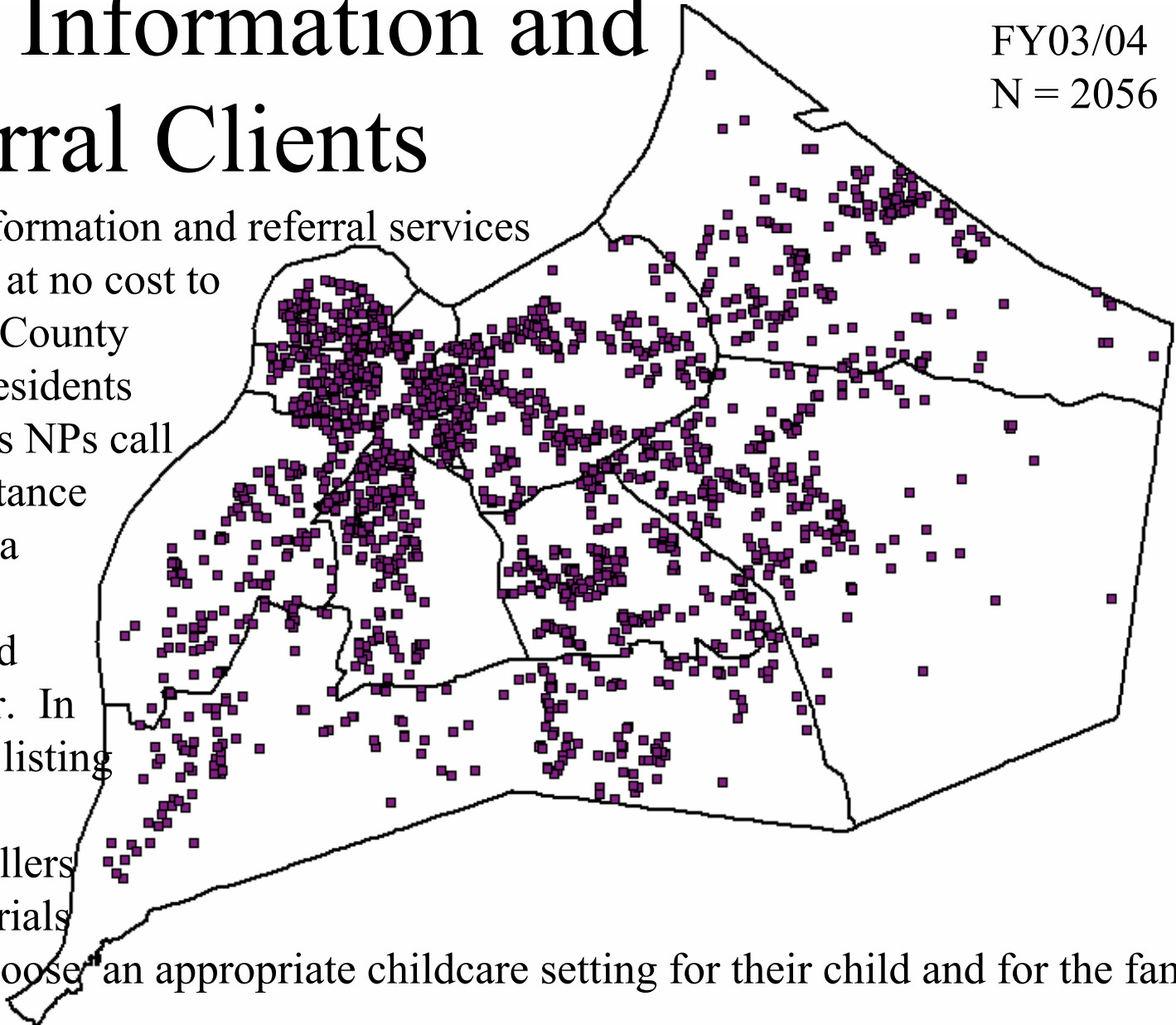
School Year 03/04



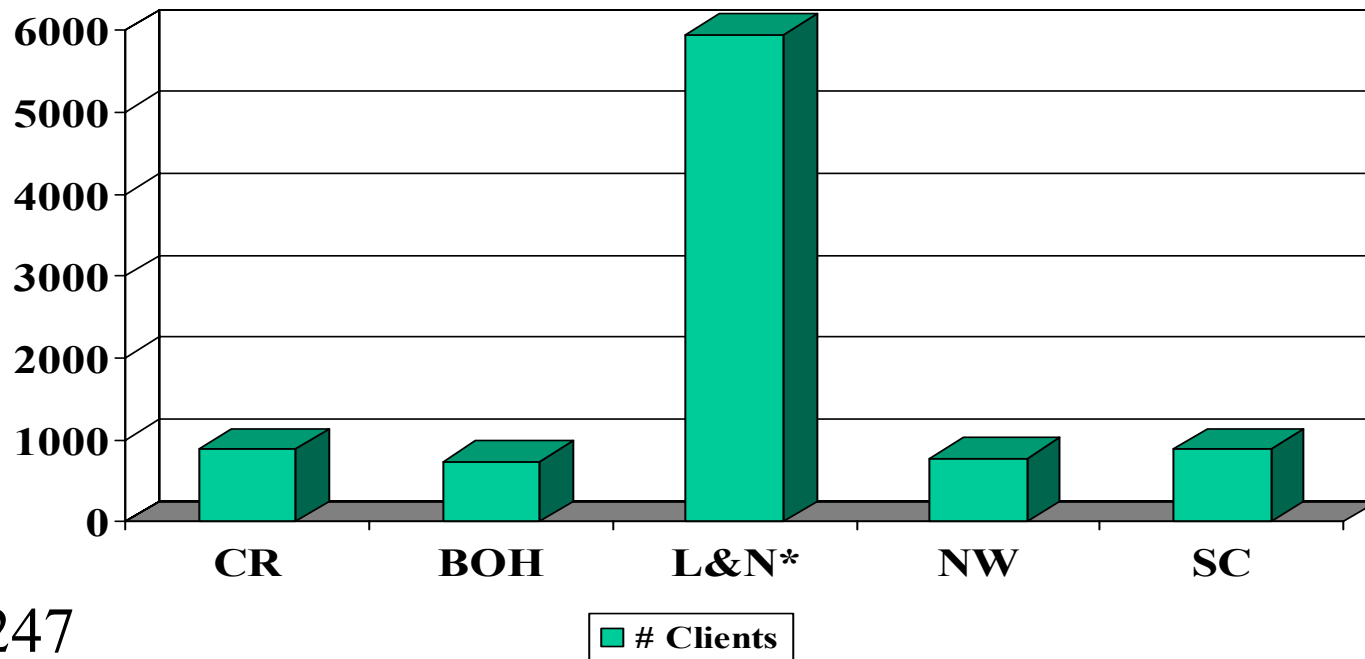
4-Cs Information and Referral Clients

FY03/04
N = 2056

Childcare information and referral services are available at no cost to all Jefferson County residents. Residents of the various NPs call 4-C for assistance with finding a licensed or certified child care provider. In addition to a listing of childcare providers, callers receive materials on how to choose an appropriate childcare setting for their child and for the family.

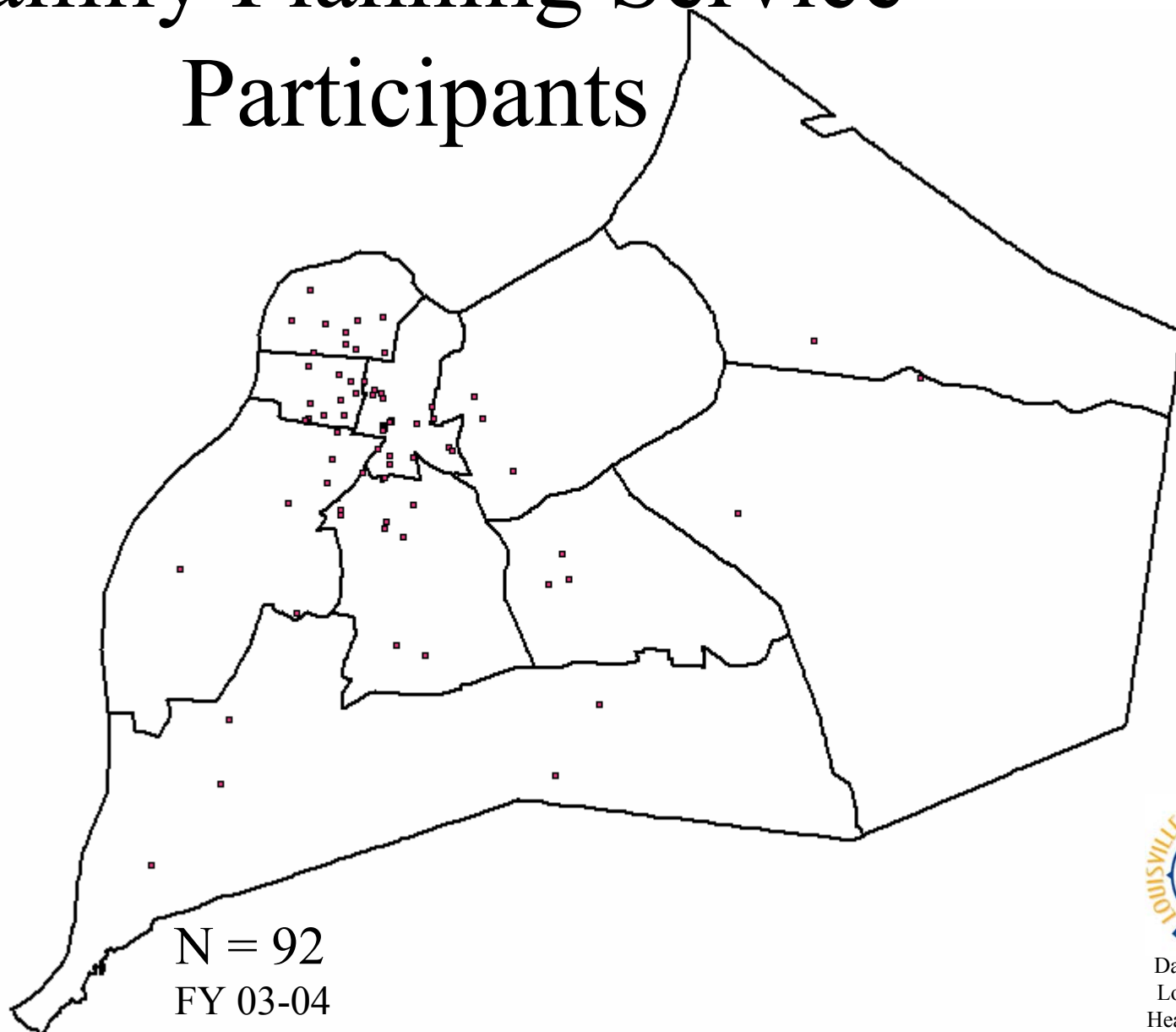


4-Cs Childcare Financial Assistance Clients



*4-Cs' main office for Jefferson County CCAP intake is located in the L&N building, which also houses the BOH satellite station. Although BOH/L&N clients have access to this service, the number reported here includes more than those clients.

Family Planning Service Participants



Client Self-Assessment

Most Requested Services

Ranking	Requested Service
1.	Food Stamps, Financial Assistance and/or Medical Card
2.	Help with rent or utilities
3.	Employment/job training
4.	WIC



Client Self-Assessment

Most Provided Services*

Ranking	Provided Service/Referral
1.	Food Stamps
2.	WIC
3.	Financial Assistance
4.	KCHIP/Medical Card
5.	Employment

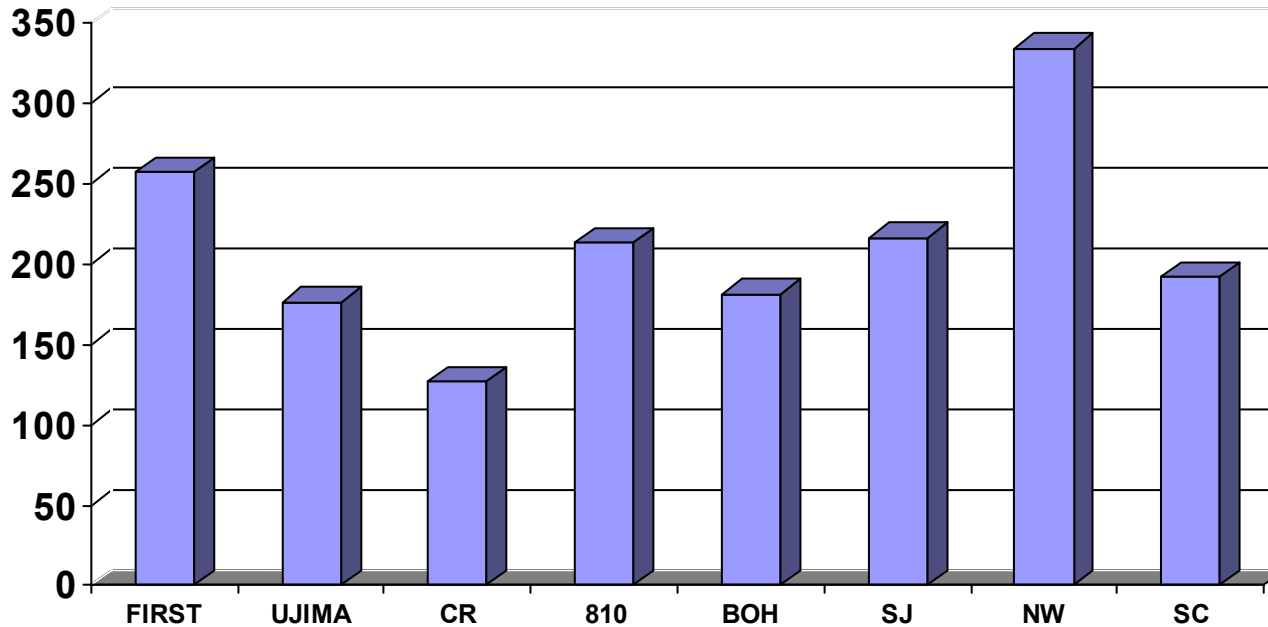
*Services were either provided directly or referrals were made.



Goal #6: Provide Services That Are Coordinated

- Referrals made by Family Resource Youth Service Centers (FRYSCs)
- Crisis and Information Referrals
- Family Intervention Services (FIS)
Referrals/Types of Referrals/Home Visits
- Community Resource Linkages
- TB Testing Services Performed at NP Locations

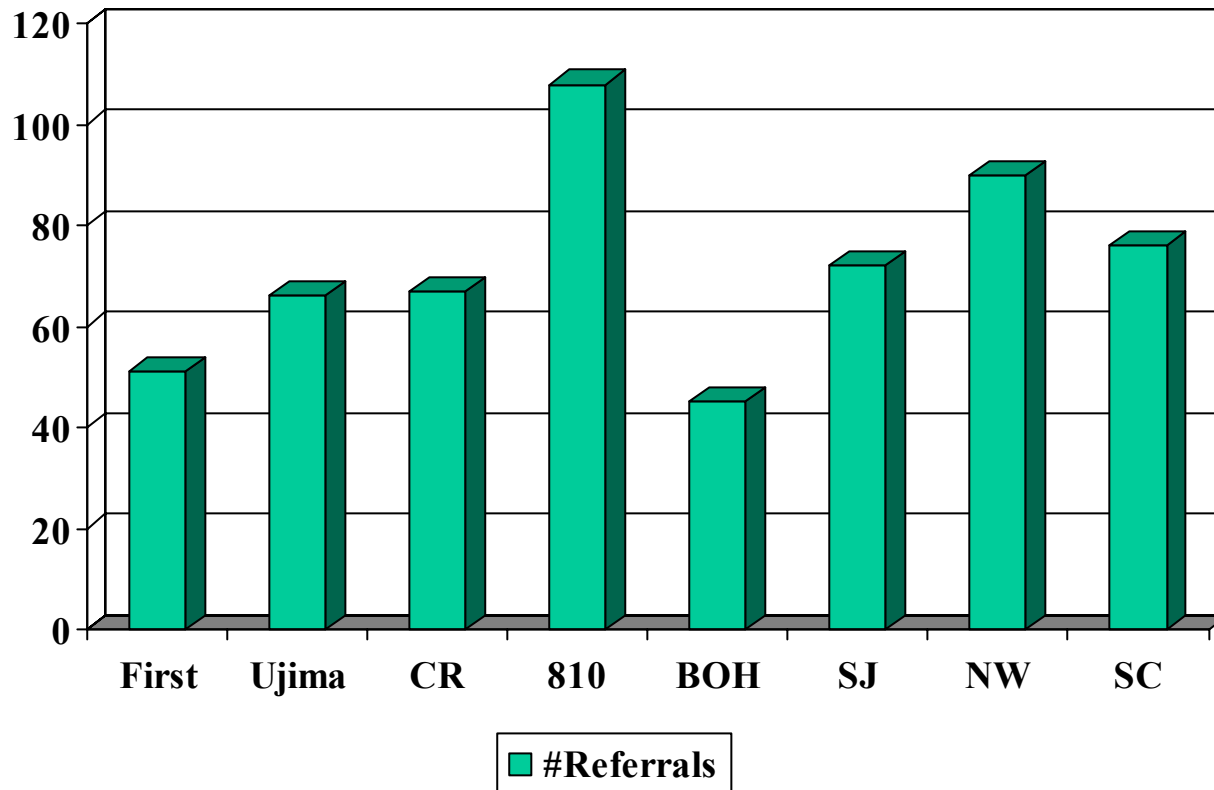
Referrals Made By FRYSCs To/from NP



N = 1696

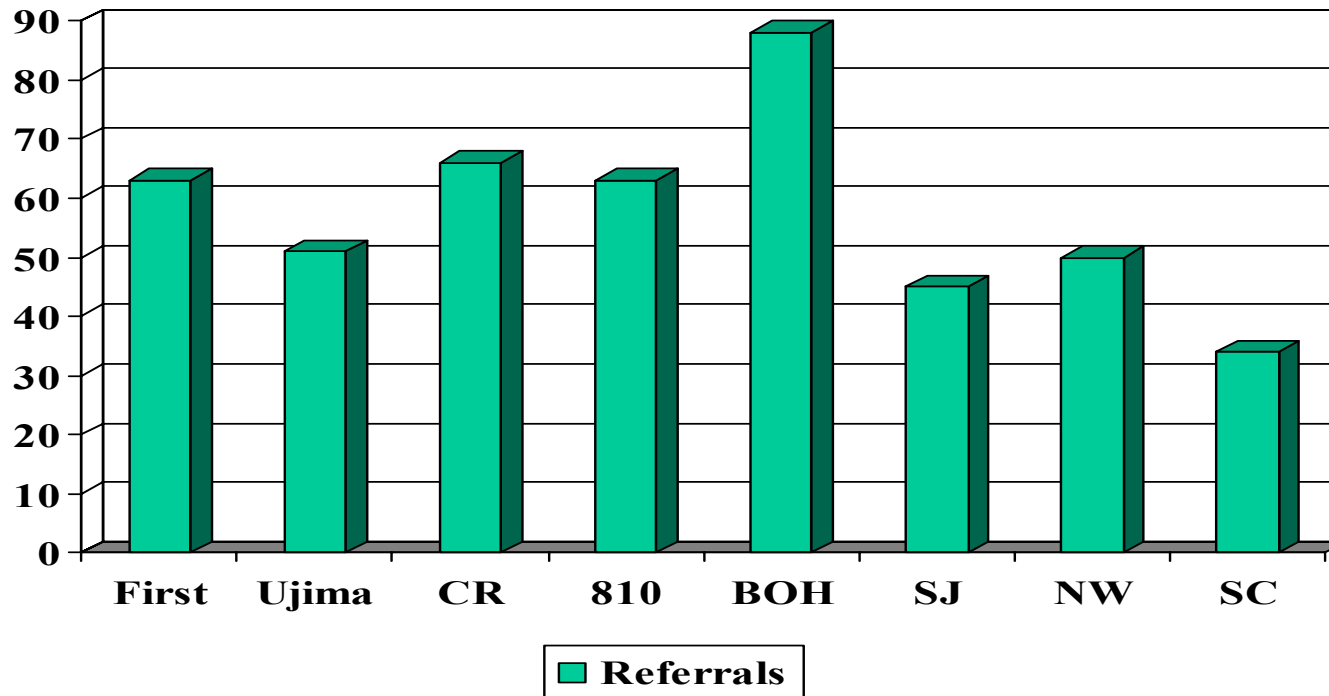
School Year 03/04

Crisis and Information Referrals



The Crisis and Information Center had 73,287 calls in the 2004 Fiscal Year. Of those calls, 575 referrals were made to Neighborhood Place. Those referrals are reflected in the above chart.

Family Intervention Services - Referrals



July 03-June 04

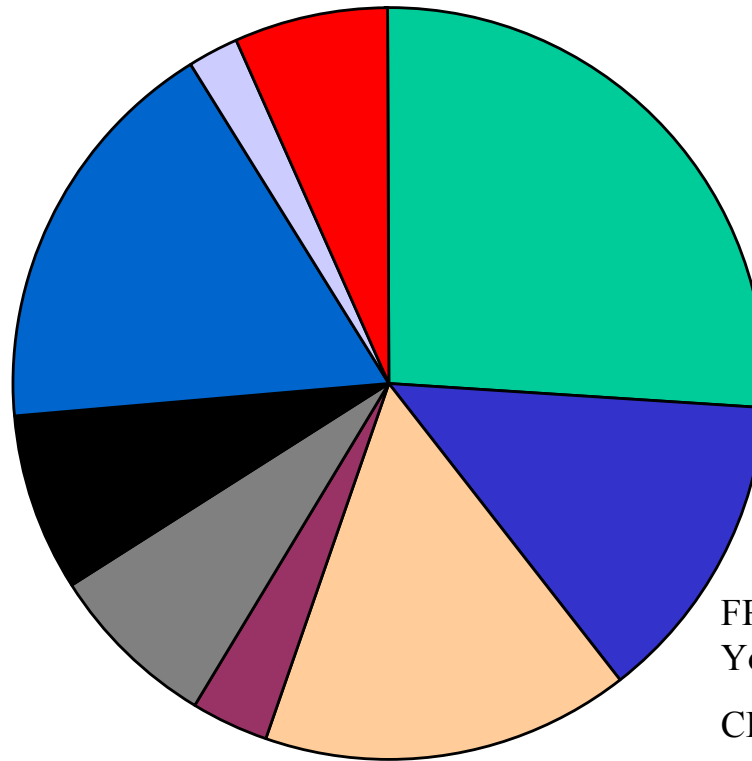
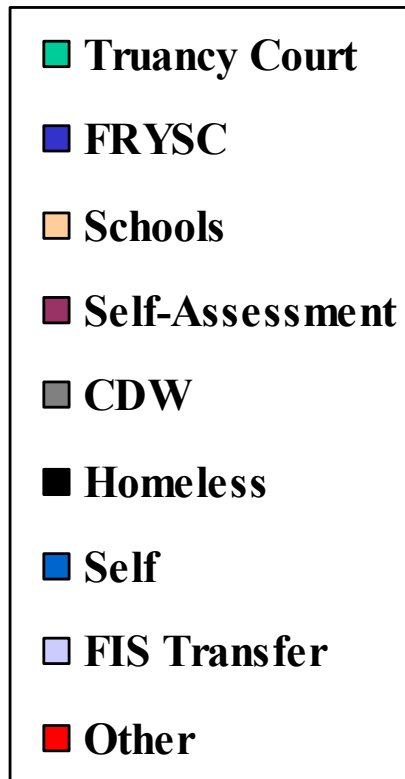
N = 460

Family Intervention Services provides case management services for families at risk. These families may be experiencing problems related to truancy, parent/child conflicts, homelessness, or other risk factors that are impacting the functions of the family.



Data Provided by
Louisville Metro
Human Services

Family Intervention Services – Types of Referrals



FRYSC = Family Resource and
Youth Service Center

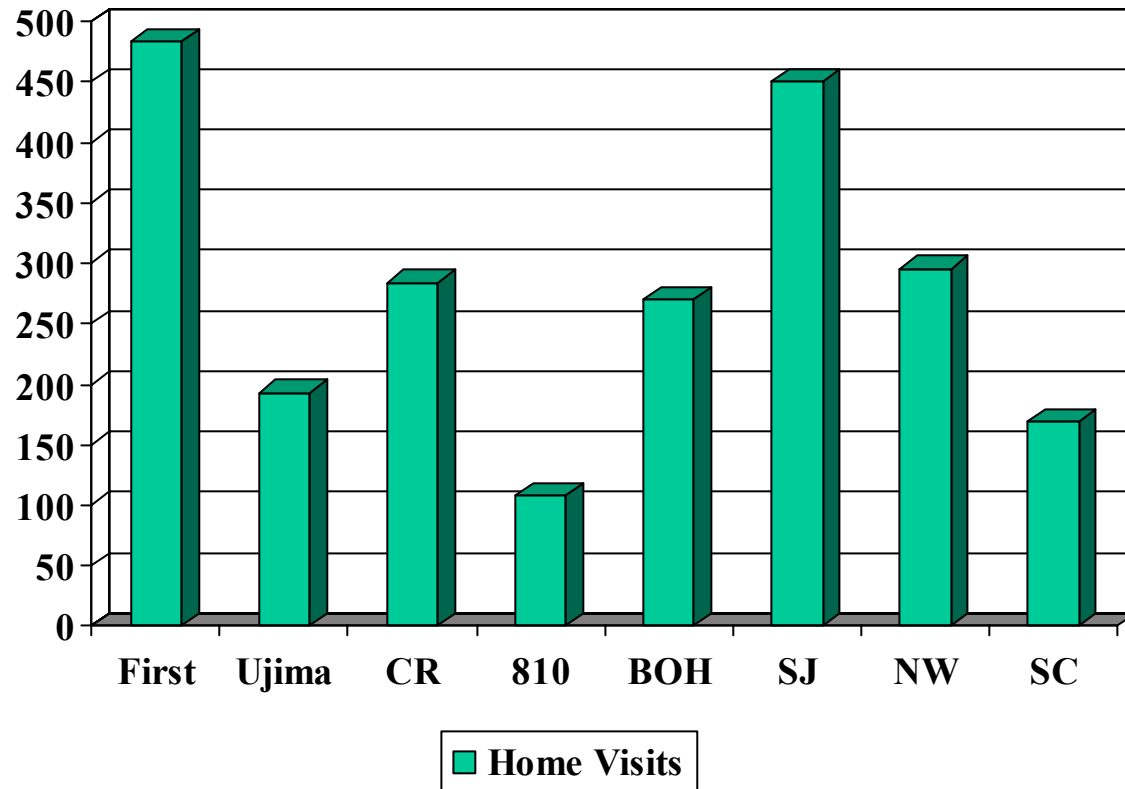
CDW = Court Designated Worker

July 03-June 04



Data Provided by
Louisville Metro
Human Services

Family Intervention Services – Home Visits

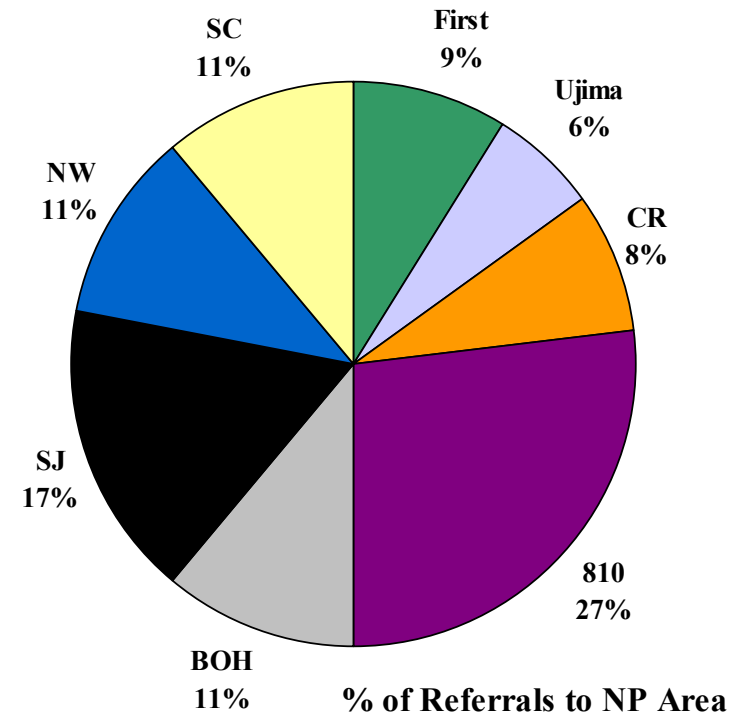
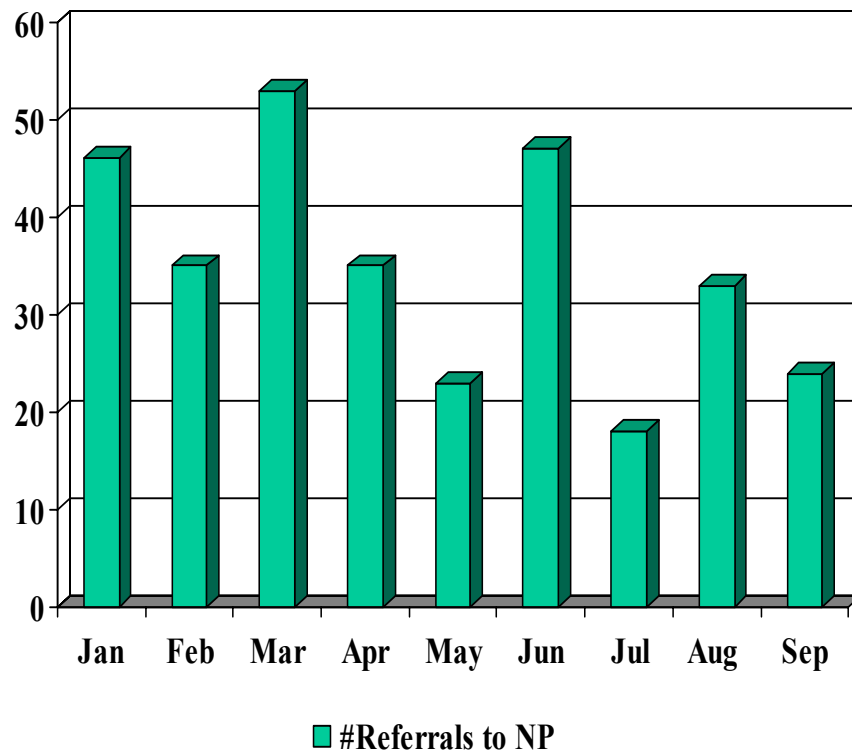


N = 2252
FY03/04



Data Provided by
Louisville Metro
Human Services

Community Resource Linkages

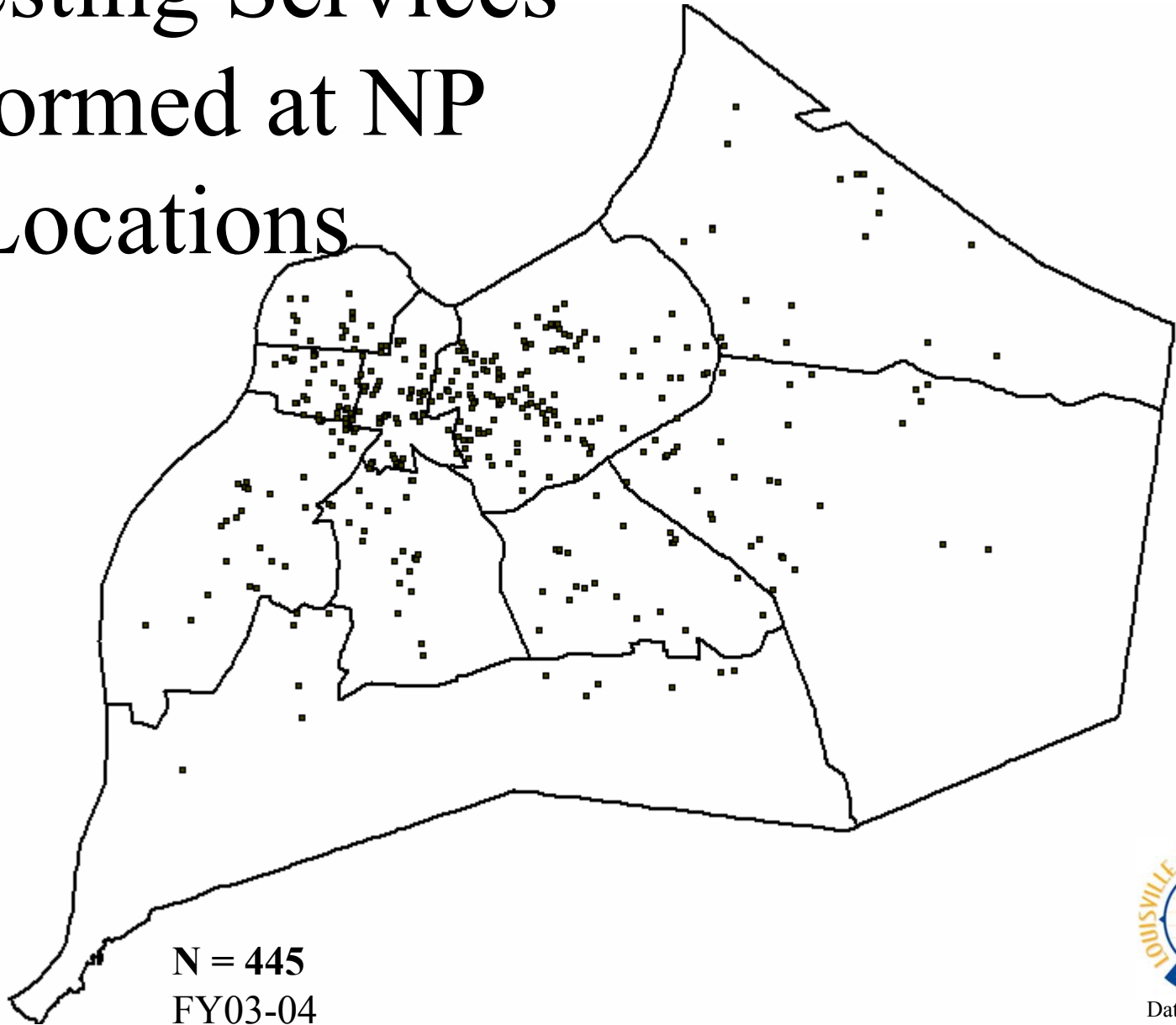


Tracking referrals to NP began in January 2004



Date Provided by Kentucky Cabinet for
Health and Family Services

TB Testing Services Performed at NP Locations

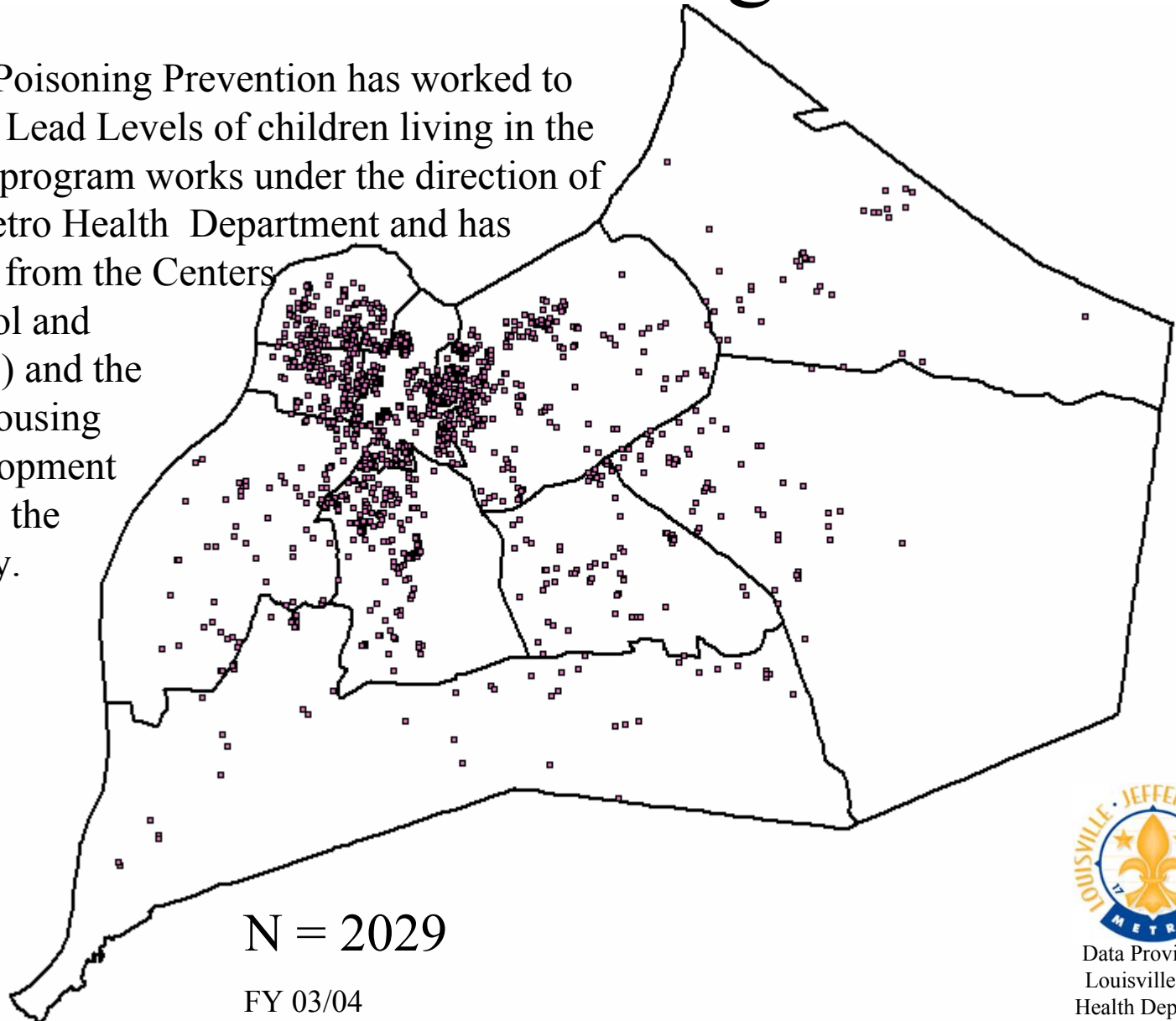


Goal #7: Work in Concert with Communities

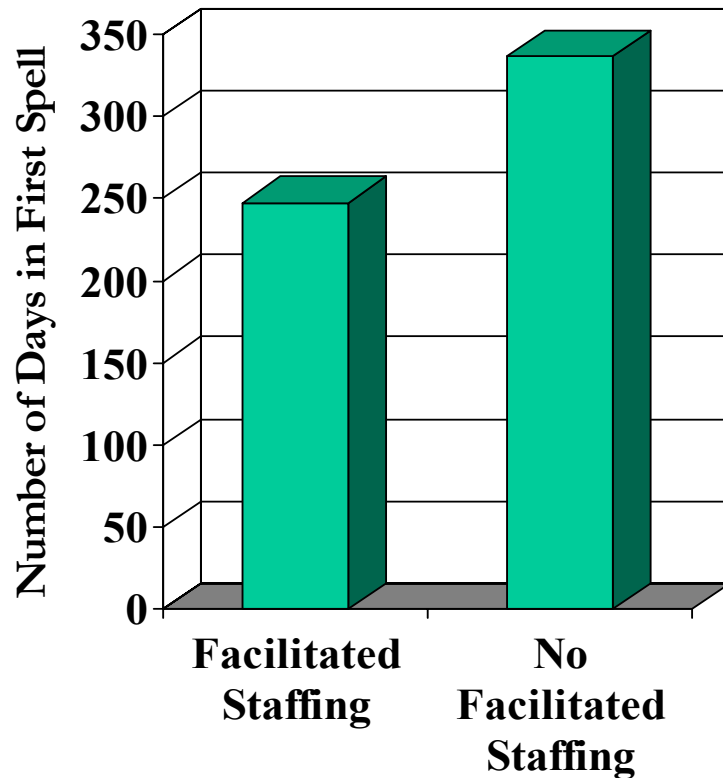
- Childhood Lead Poisoning Prevention Program
- Mean Number of Placements per Child in Out of Home Care
- Out of Home Care Cases
- Community Council Members Who Have Used Neighborhood Place Services
- Community Council Survey Snapshot

Childhood Lead Poisoning Prevention

Childhood Lead Poisoning Prevention has worked to reduce the Blood Lead Levels of children living in the Metro area. The program works under the direction of the Louisville Metro Health Department and has obtained funding from the Centers of Disease Control and Prevention (CDC) and the Department of Housing and Urban Development (HUD) as well as the State of Kentucky.



Impact of Facilitated Staffing on Length of Stay



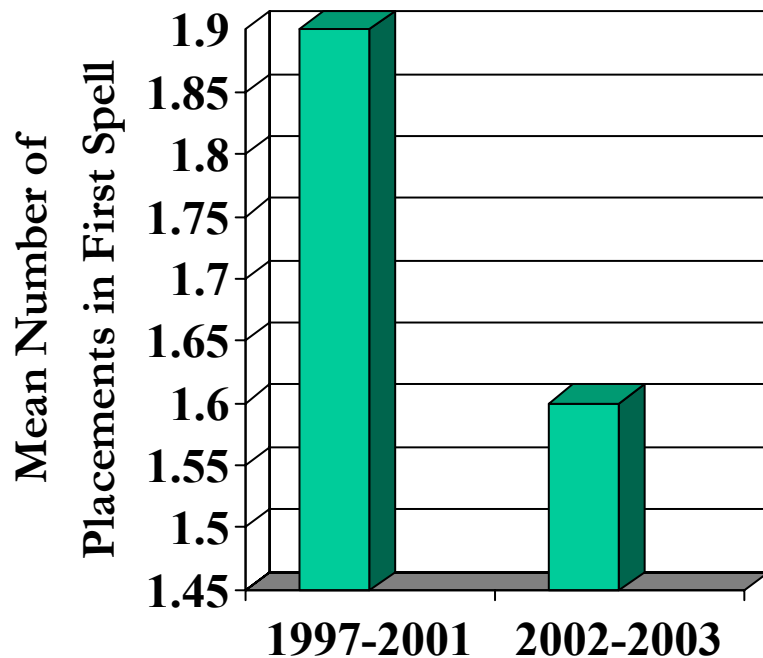
Spell -- time between initial entry into and exit from placement. If there is more than one day between exit and re-entry, then this is a new spell.

Child welfare staff, family members, providers of services, and neighborhood representatives meet together to assess a family's needs and strengths and to make early decisions on removals and subsequent plans of action for families.

- Children who had a facilitated staffing had a shorter length of stay in care during the first spell.
- There was no difference in the number of placements in the first spell.



Mean Number of Placements per Child in Out of Home Care



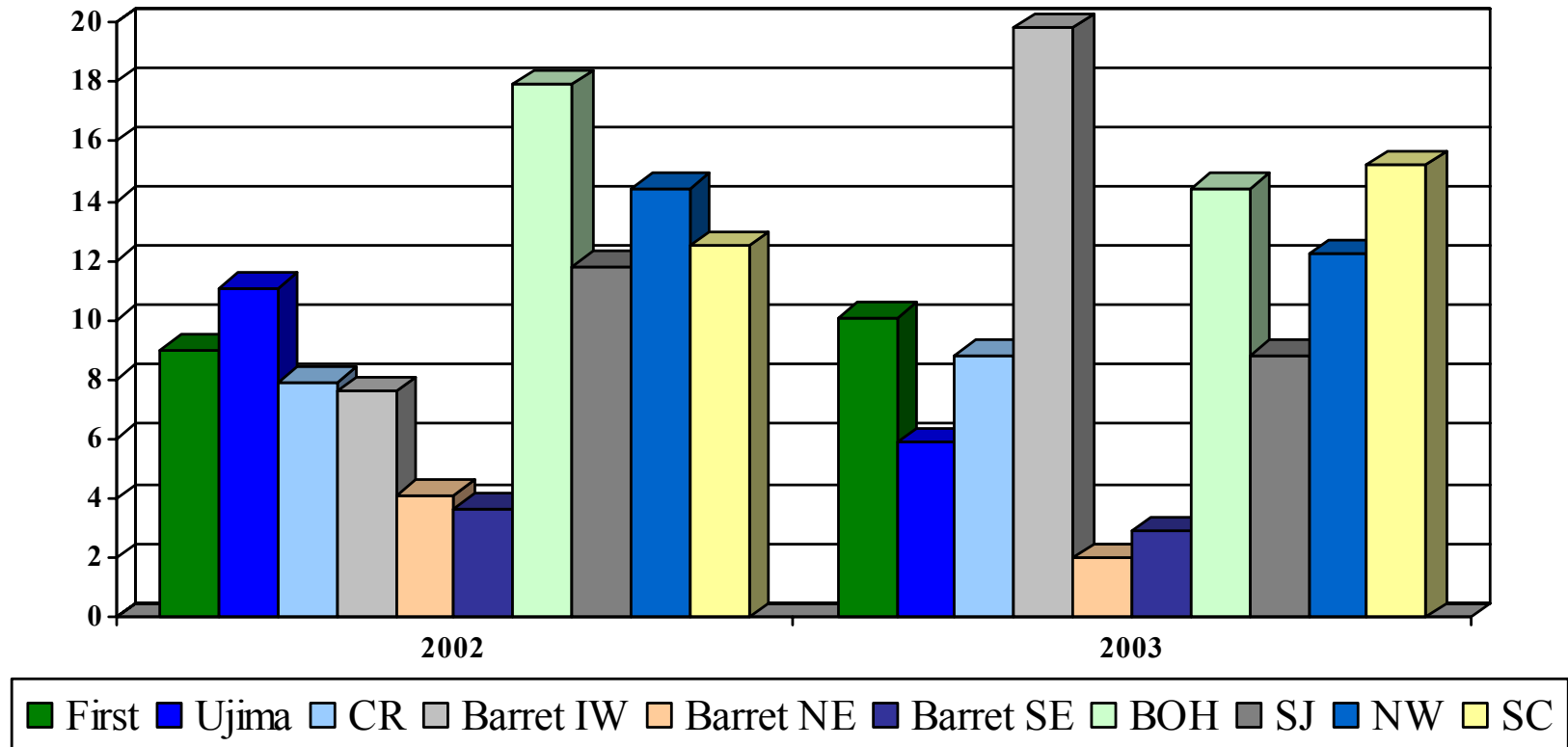
Spell -- time between initial entry into and exit from placement. If there is more than one day between exit and re-entry, then this is a new spell.

Prior to Family to Family (F2F) program implementation, children were removed from the only home they were familiar with and placed *wherever* a home could be found. Using the F2F approach realizes the value of keeping children close to their siblings, schools, churches and home communities when safely possible.

There has been a significant decrease in the number of placements over time since Family to Family implementation began in 2002.



Out of Home Care Cases

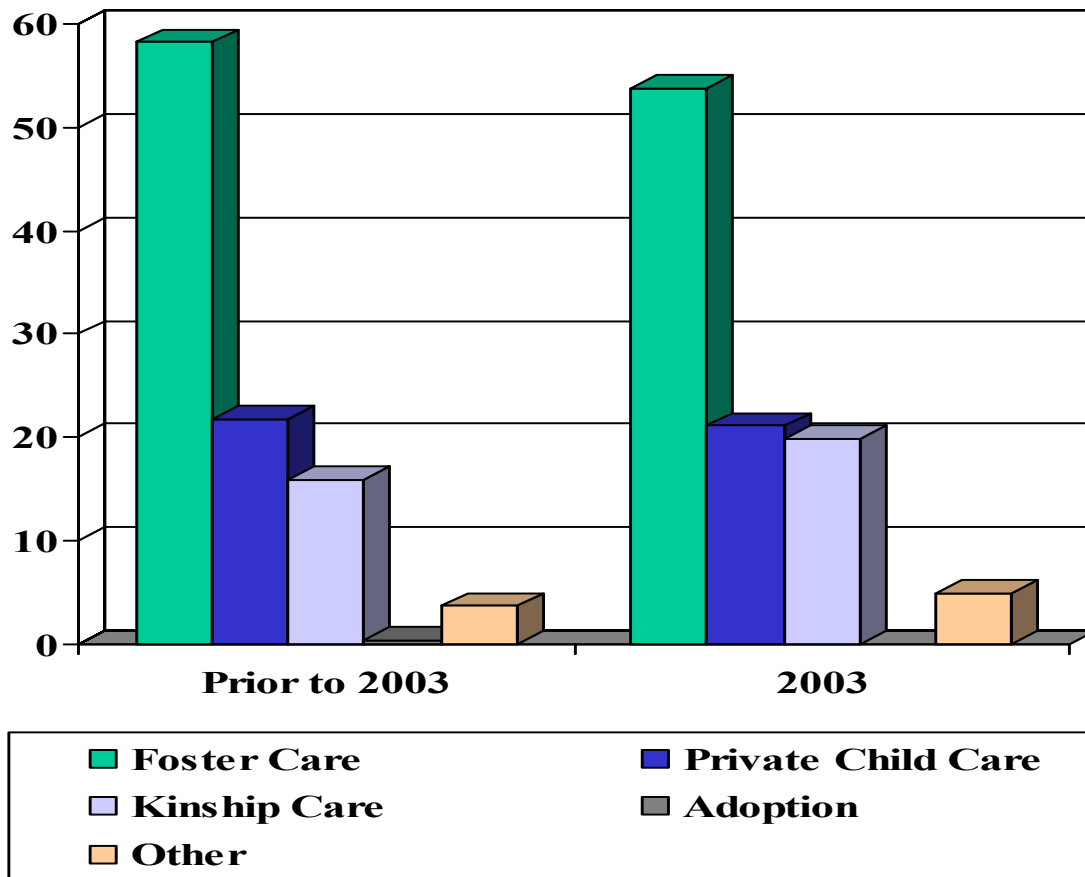


- There was a dramatic rise in 2003 in children in out of home care cases at Barret IW (Inside Waterson).
- There was a decrease in 2003 in children in out of home care cases at NW, SJ and Ujima.



Profile of 2003

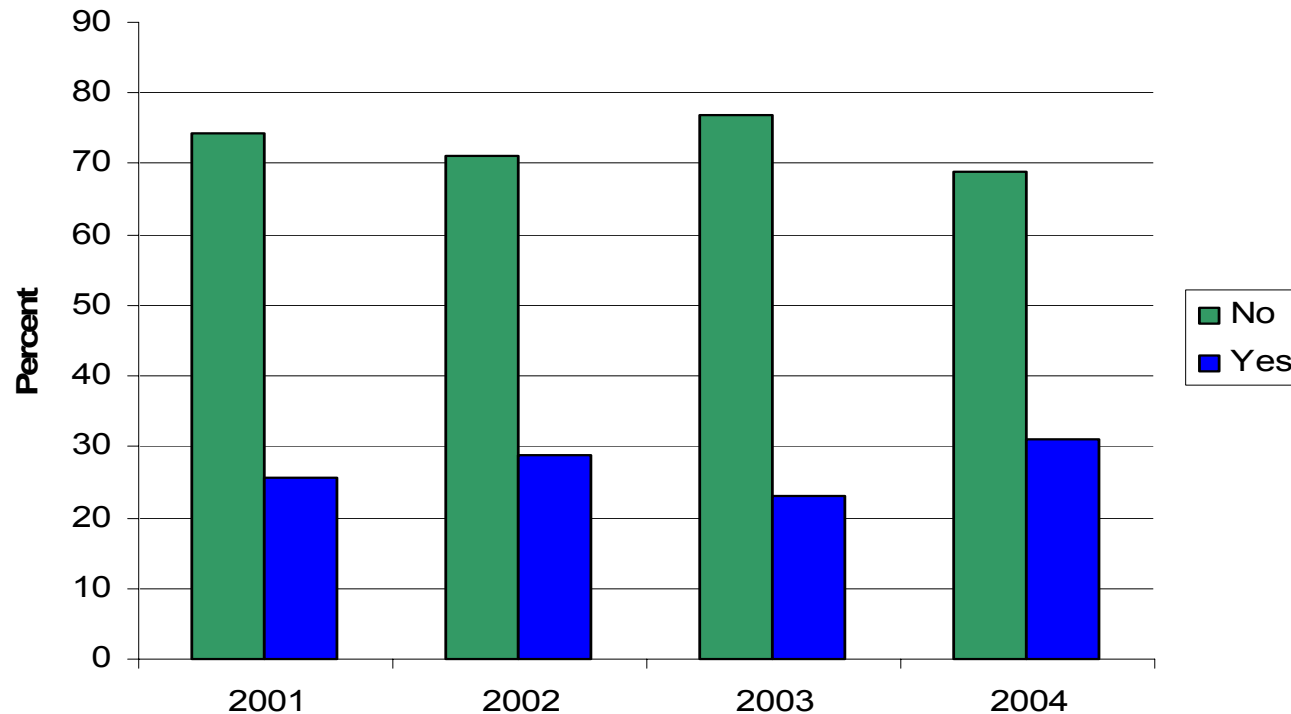
Out of Home Care Cases: Initial Placement Type



Out of Home Care is a protective service for children who have been abused or neglected and are in need of supplemental care. The focus is to provide an approved placement for a planned period of time when it is necessary for the child/children to be separated from parents or relatives.



Community Council Members Who Have Used Neighborhood Place Services



Community Council Survey Snapshot

	2001	2002	2003	2004
We have opportunities to provide input in planning and evaluating services	89%	87%	82%	98%
We help to identify needed services in our community	91%	93%	89%	97%
We partner with other organizations to become problem-solvers			78%	90%
Annual average rating	90%	90%	83%	95%

Overall Four-Year Average Council Function Rating = **87%**





The 2004 Neighborhood Place
Annual Data Report
was produced by the
Outcomes and Trends Committee

Outcomes and Trends Committee Members

- **Committee Chair - Tina Lentz**, Planning and Research Supervisor - Louisville Metro Human Services
- **Bob Rodosky**, Executive Director - Accountability, Research and Planning, Jefferson County Public Schools
- **Patricia Cummings**, Vice President – Community Services, Seven Counties Services, Inc.
- **Lisa Sutton**, Procedures Development Coordinator, Kentucky Cabinet for Health and Family Services
- **Bart Brown**, Epidemiologist - Louisville Metro Health Department

Outcomes and Trends Committee Members

- **Sarojini Kanotra**, Epidemiologist - Louisville Metro Health Department
- **Ron Jackson**, Division Director - Family Services, Louisville Metro Human Services
- **George Holmes**, Administrator – Northwest Neighborhood Place
- **Dona O’Sullivan**, Social Work Supervisor - Louisville Metro Human Services

